

JOB DESCRIPTION

Job Title: Venues Manager

Responsible to: Director of Engagement

Responsible for: Venues Department

Summary of Post: To be responsible for the successful operation of the Venues department, including all licensed trade, catering operations, security and delivery of events to meet the organisations strategic aims and objectives; to act as the Designated Premises Supervisor.

Duties and Responsibilities:

1. To work with the Director of Engagement and Senior Management Team to ensure the successful delivery of the Venues operations, including all licensed trade, catering operations, security and events across the Guild in order to support the strategic plan.
2. To ensure Venues policies and procedures are maintained in line with relevant legislation updates, and that staff are trained appropriately and aware of their responsibilities to ensure legal compliance.
3. To be the Designated Premises Supervisor in line with the Licensing Act 2003 and take responsibility for the sale of alcohol for the Guild.
4. To work with the Facilities Manager to ensure health and safety policies are developed and implemented effectively to maintain the safety of students and staff using Venue operations, including emergency evacuation and security.
5. To be responsible for the project management and delivery of events to support engagement with our members.
6. To oversee the development and management of Venue operations departmental budgets, ensuring regular monitoring and ensure adherence to the Guild's financial procedures.
7. To be responsible for income generation and to ensure the sales and profitability of Venue operations to agreed budgets.
8. To be responsible for Venues resources, including the management of beverage and food stocks.
9. To be responsible for the operation and security of the Guild of Students building outside of office working hours, and to have key holder responsibilities for opening, locking up and on call duties.

10. To oversee the reporting of incidents ensuring that all Venues incidents are reported and recorded effectively.
11. To be responsible for the management and ongoing development in the Best Bar None accreditation scheme.
12. To be responsible for the development, implementation, management and maintenance of Venues systems.
13. To be responsible for the management of Venues core and student staff, including recruitment, induction and training, ensuring all staff training is kept up to date to reflect legislation and policy.
14. To oversee the work of the Venues team to ensure high levels of customer service and care, and monitoring of customer care standards, in line with Guild customer care charter.
15. To participate in Guild committees as required, including preparing and presenting reports.
16. To ensure effective relationships and communication with relevant stakeholders
17. To undertake appropriate training and personal development as required for the role.
18. To participate as a member of the Middle Management and wider Guild team.
19. To adhere to all relevant Guild policy with particular reference to staffing, health & safety, environmental and any relevant Guild policy where it may impact upon your role.
20. To participate as a member of the Venues department and wider Guild team.
21. To support the work of the Venues team, where necessary, in the event of sickness, holiday or other exceptional circumstances.
22. To portray a positive image of the Guild both internally and externally, and set high standards of personal integrity and professionalism, leading by personal example.
23. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

July 2017



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Person Specification: Venues Manager

	CRITERIA You should be able to demonstrate in your application	Essential	Desirable
QUALIFICATIONS			
1	Good general education, to degree standard, including Math's and English at least to GCSE or equivalent	✓	
2	A Management/ Leadership or related professional qualification		✓
3	Premise License holder	✓	
4	SIA Door License holder		✓
5	Level 3 Award in supervising food safety and HACCP		✓
6	First Aid Trained and certified qualified to HSE First aid at work		✓
7	Evidence of Continued Professional Development		✓
KNOWLEDGE AND EXPERIENCE			
8	A minimum of 12 months experience of successfully managing a staff team	✓	
9	Experience of developing and managing budgets	✓	
10	Experience of working within an Venues team in a customer / member focussed organisation		✓
11	Knowledge and understanding of legislation related to the Licensing, Food Safety, Security Industry, and First Aid At Work.	✓	
12	Experience of developing and implementing policies in line with legislation		✓
13	Experience of operating a licenced trade business.	✓	
14	Experience of operating a successful food business/catering operation.	✓	
15	Experience of managing incidents and conflict situations.	✓	
16	Experience of managing and maintaining Venues systems, such as EPOS and CRM	✓	
17	Experience of coordinating and delivering projects within a given timescale and budget	✓	
18	Experience of event management and delivering events	✓	
19	Experience of developing and delivering training/development plans		✓
20	Experience and knowledge of developing commercial operations	✓	
SKILLS AND ABILITIES			
21	Ability to manage a complex service and its people.	✓	
22	Computer literacy (standard office software including spread sheets) and keyboard skills.	✓	
23	Ability to build and maintain relationships with a range of internal and external stakeholder including staff, volunteers, and relevant authorities at all levels	✓	
24	Ability to understand and deliver excellent standards customer care both internally and externally	✓	
25	Ability to communicate effectively in person and in writing	✓	
26	Ability to recruit, motivate and develop others	✓	
27	Ability to balance the needs of individuals and team/organization	✓	
28	Ability to contribute to organisation-wide initiatives	✓	
29	Ability to work effectively within a democratic structure	✓	
30	Ability to maintain financial records and control budgets	✓	
31	Ability to encourage excellence and a learning and development culture	✓	
32	Ability to take a constructive and cooperative approach to solving problems	✓	
PERSONAL QUALITIES			
33	Understanding of and a commitment to Equality of Opportunity	✓	
34	Team focused approach	✓	
35	Self-motivated	✓	
36	Flexible	✓	
37	Committed to continuously improving service delivery	✓	
38	Customer focus	✓	
39	Persistent & able to persuade others to meet your deadlines	✓	
40	Attention to detail	✓	