

JOB DESCRIPTION

Title: Venues Duty Manager
Responsible to: Deputy Venue Manager/Venue Manager
Responsible for: Student Staff

Summary of post: To be responsible for the day-to-day operation of the venues, with the main focus being to support the operation of bars and catering, and maintaining the security of customers, staff and the building. This will include the supervision of staff and volunteers, in the absence of the Venue Manager or Deputy Venues Manager. The post holder will have a role to play in assisting the administrative responsibilities of staff training, stock control, cellar duties, facilities and financial systems maintenance, along with helping venue presentation, promotions, events and activities.

Responsibilities:

1. To work with the Venues Manager to be aware of and strive to achieve the Guild Visions and Values and organisational objectives.
2. To adhere to Guild recognised policies and procedures at all times.
3. To adopt an approach of continuous quality improvement in all aspects of work.
4. To provide the highest standards of customer care for all customers, be they internal, the student membership or external customers of the Guild.
5. To be responsible for various projects associated with the successful operational management of the Guild's Venue(s) to the highest industry standards, including staff, security, technical equipment, bars, catering & cellar management.
6. To act as the venue supervisor in the absence of Line Manager(s), supervising staff and operations, to maintain agreed standards and ensure legal requirements are met.
7. To assist with the setting up of the venue(s) for events and activities. The post holder will ensure the effective opening and closing of the building.
8. To be available on call for 24hr call out to attend the building in case of emergency when requested on a rota basis.
9. To keep all venue areas clean and tidy and to observe all Health and Safety requirements with particular reference to maintenance and repair of equipment, risk assessments, hygiene, cleanliness and fire safety ensuring due diligence is demonstrated at all times.
10. To ensure customers are served in a pleasant, friendly and efficient manner.

11. Display all products as directed and keep shelves/cold cabinets fully stocked. In particular to help with running promotions and evaluation of such promotions.
12. To undertake the cashing up procedure and other agreed financial obligations paying particular attention to the security of cash.
13. To follow all necessary procedures to ensure safety of stock for example taking deliveries, stock transfers, cellar support needed to keep venues operating and stock rotation.
14. To ensure all administration relating to the Venues department is complete and accurate e.g. delivery notes, incident and accident reports, accident book, stock sheets, taking records, Epos systems are correct.
15. To participate and support the internal and external activities and events operated by the venues department
16. To adhere to all relevant Guild Policies with particular reference to staffing, health and safety, environmental, and any relevant Guild Policy where it may impact upon your role
17. To undertake appropriate training and personal development as required for the role.
18. To participate as a member of the Venues Department, Engagement Directorate and Guild team.
19. To support the work of the Venues team, where necessary, in the event of sickness, holiday or other exceptional circumstances.
20. 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.
21. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.



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Person Specification: Duty Venues Manager

	You must be able to demonstrate in your application that you have:	Essential	Desirable
QUALIFICATIONS			
1	Good general education, including Maths and English at least to GCSE or equivalent	✓	
2	SIA door registration	✓	
3	BII National Licensee Certificate	✓	
4	Ability to hold the above licenses	✓	
5	Experience of EPOS back office systems	✓	
6	First Aid at Work qualification	✓	
KNOWLEDGE AND EXPERIENCE			
7	Previous experience in any of the following, or a related field: bars, events, services/management, security and venues	✓	
8	Health & Safety in a venue environment	✓	
9	Ability to manage staff teams	✓	
10	To work cooperatively as part of venue and wider Guild team	✓	
11	IT Skills	✓	
12	Excellent communication skills	✓	
13	Excellent time management, particularly in meeting deadlines	✓	
14	Strong event organisational skills	✓	
15	Understand budget and impact of venue performance		✓
PERSONAL QUALITIES			
16	Understanding of and a commitment to Equality of Opportunity	✓	
17	Team focused approach	✓	
18	Self-motivated	✓	
19	Flexible	✓	
20	Committed to continuously improving service delivery	✓	
21	Customer focus	✓	
22	Persistent & able to persuade others to meet your deadlines	✓	
23	Attention to detail	✓	



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