

Deputy Venues Manager

Role Description and Person Requirements

Department:	Finance and Enterprise
Location:	Stoke-On-Trent
Reporting to:	Venues General Manager
Responsible for:	Union Team Members



The vision of our team here at Staffordshire University Students' Union is that every student will be **Proud to be a part of Staffs**.

Working alongside our University, it is our purpose to ensure that every student has access to a range of student support services, opportunities for community building and access to activities that shape their academic experience.

About the Role

The purpose of this role is to deputise the Venues General Manager, to ensure effective operation of the Students' Union bars and event spaces ("The Venues"), to deliver positive experiences for the 13,500 students studying at the campus and other guests.

Core Responsibilities

The post holder will work with the Venues General Manager and Deputy CEO to:

Operations Management: Oversee all aspects of designated day-to-day food, beverage, and event space operation, including staff scheduling and supervision, stock control and facility standards and security.

Financial Control: To ensure financial procedures are followed and to be accountable for cash, stock and other inventory control whilst on duty, implementing planned cost-control measures to ensure efficiency & sustainability.

Staff Leadership: Support the recruitment, training, and supervision of a diverse staff team. Foster a positive work environment and provide ongoing coaching and feedback to promote professional growth.

Customer Experience: Ensure that all customers receive outstanding service and enjoy a memorable experience. Monitor customer feedback and implement improvements as needed to enhance satisfaction and loyalty.

Compliance: Ensure compliance with all relevant laws, regulations, and licensing requirements, including health and safety standards, alcohol licensing laws, Food Hygiene, and fire regulations.

Security and Risk Management: Implement and enforce security protocols to maintain a safe and secure environment for customers and staff. Address & report any incidents or concerns promptly and effectively.

General Expectations

Whilst working in this role, you will also:

- Keep yourself and others safe by maintaining high standards of Health and Safety and adhering to other relevant law and regulations.
- Maintain the highest standards of Confidentiality and Data Security, in accordance with the General Data Protection Regulations 2018.
- Comply with the policies, procedures, and protocols in place within the Students' Union.
- Maintain a good knowledge of Higher Education policy, University policies and the main issues, which matter to our students
- Ensure that the administration procedures connected with your work are effective and appropriate
- Contribute to the delivery of the Student Welcome activities to support the Students' Union in delivering a high-quality experience for returning and new students.
- Contribute to the ongoing facilitation of student voice and feedback to both our University and the Students' Union, including the promotion of relevant surveys including the NSS and SVS.
- Bring the vision of the Students' Union to life by making every customer, student, and guest Proud to be Staffs.
- Be committed to the environmental and ethical values of the Students' Union; The post holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the Students' Union's Environmental Sustainability Policies.
- Undertake any other task as deemed appropriate by your Line Manager.

Please note that this job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post-holder.

Equality Statement

Here at Staffordshire University Students' Union, we are committed to promoting and enabling a positive culture where staff, students and visitors are confident to be their authentic selves. We focus on inclusion as a way to ensure equality of opportunity for all our people and to demonstrate our commitment to Equality, Diversity and Human Rights.

We promote applications from all sections of the community, regardless of background, belief or identity, recognising the benefits a diverse organisation can bring for our Union and our community.

Person Requirements

Essential Criteria

At least 12 months experience in a similar role within the hospitality industry, preferably in a high-volume bar, club or entertainment environment.

Be available to work operational hours which will include early openings, late closing and some weekends

Proven experience of taking responsibility for meeting/exceeding performance targets

Knowledge of relevant legislation (e.g. H & S, Food Safety, Licensing Law, etc)

Strong leadership and management skills, with the knowledge and ability to inspire and motivate a large and diverse team.

Effective organisational, administrative and time management skills

Able to communicate effectively with people at all levels

Strong problem-solving and decision-making abilities, with a calm, proactive and sensible approach

Good knowledge of Office 365, including everyday use of Sharepoint and Teams

Desirable Criteria

Experience of a higher education / campus environment

An understanding of the vision, values and service delivery of the Students' Union.

Knowledge of digital rota management systems (Staff Savvy used onsite)

Knowledge of EPOS software (Fidelity Total Control Premier/GPOS used onsite)

Holder of SIA licence and/or Personal Licence

Experience of working in a fast-moving catering operation