

**Job Description**

**Assistant Manager Venue & Entertainments**

***Our Mission is* to make the Anglia Ruskin experience the best it can be.**

***Values***

*We are:*

* ***Independent***

*We are student-led and separate from the University*

* ***Honest***

*We are open, fair and accountable for our actions*

* ***Inclusive***

*We are proactive in creating a welcoming and inclusive culture*

* ***Accessible***

*We make it easy for our students to be involved with us*

* ***Representative***

*We represent and empower our students to ensure that their voice is heard*

* ***Supportive***

*We support our students throughout their University journey to achieve their goals*

**Staff Behaviours**

* **Supportive**

*We help each other to build a successful Union*

* **Inclusive**

*We respect all people and value a diverse and inclusive culture*

* **Sustainability**

*We act responsibly with our available resources*

* **Service Delivery**

*We work together to provide an outstanding service to all our members*

* **Attention to Detail**

*We ensure that our work is accurate and methodical and involve others in achieving this*

* **Communication**

*We communicate clearly and concisely to ensure that our message is understood*

* **Effectiveness**

*We plan our direction and challenge our thinking to ensure that we are effective in our delivery*

* **Integrity**

*We are honest, open and fair in our interactions with others*

**Responsible for:** Student staff

**Reporting to:** Venue, Entertainments and Events Manager

**Functional Relationships:** Commercial team, Student Experience team, Communications team, Representation team, Executive Officers, University departments including Estates & Facilities, Security and Catering Services, Marketing Department, NUS Services and Suppliers. External stakeholders including external security, suppliers and local residents.

**Section:** Services

**Any Other Relevant Information**

Salary Grade: C

Hours of Work: 40 Hours per week (flexibility required including unsocial hours) Hours will be annualised. It is likely that additional hours may be required to work during term time but released back in close down periods.

Work Base: Cambridge. Please note that the post-holder will be required to work at other University and 3rd party sites as necessary.

The Students’ Union is fully committed to its policies and procedures on Equality, Inclusion and Diversity

**Purpose of job**

To manage the venues and entertainments at Anglia Ruskin Students' Union on the Cambridge Campus, to increase revenue and profitability and ensure the delivery of high quality services to members. To effectively manage staff in the department to enable them to deliver appropriate services. The post holder will assist the Union in meeting its objectives.

**Job Role:**

* Responsible for the operational management of the bar and venue.
* Be a personal licence holder and, if necessary, become Designated Premises Supervisor.
* Liaise with external partnership venues to maintain high quality regular entertainments and events offering.
* Responsible for all staff within the bar and venue operation whilst on duty.
* Ensure that licensing objectives and internal policies and procedures are adhered to at all times.
* Promote the venue and events at external venues as directed.
* Ensure that Anglia Ruskin Students’ Union provides a safe environment for our members to enjoy.
* Ensure that events run smoothly to maximise customer satisfaction.
* Ensure that the Union’s health and safety policy and appropriate health and safety legislation are adhered to at all times and provide supervision for all bars and venue staff.
* Rota student bar/venue staff in accordance with budgets and complete timesheets in accordance with finance procedures.

**Business Development**

* Contribute towards the development and achievement of strategic objectives.
* Develop and continuously review service objectives and make recommendations for further development.

**People**

* Motivate and develop the student staff team, focusing on effective supervision.
* Participate in the recruitment, induction and training of the student staff team.
* Adhere to all Union personnel policies and procedures.
* Maintain a record of student staff training as required.

**Finance**

* Work within budgets and assist in the production of annual budgets, reporting on a monthly basis any variances.
* Collate sales and expenditure data.
* Responsible for the handling of cash within the operation.
* Manage stock in accordance with Union policies and procedures and as instructed by your line manager.
* Manage stock including ordering, stock control and the maintenance of effective stock levels.
* Maintain proper financial controls and ensure that the Finance Department receives relevant financial information promptly, in line with the Union’s financial procedures.

**General**

* Maintain an up-to-date knowledge of industry trends and best practice.
* Undertake other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested and deemed appropriate by your line manager.
* Provide cover for other outlets as required.

**Other**

* Carry out all duties and responsibilities in accordance with Anglia Ruskin Students’ Union Equal Opportunities, Diversity and Inclusion Policy and Student/Staff Protocol.
* Actively promote exceptional customer service, taking a proactive approach at all times.
* Attend and contribute to team meetings, Students’ Union meetings, and other meetings as directed.
1. Support the Students’ Union’s environmental policy.
* Carry out any other duties or projects as may be assigned to the post-holder by the Students’ Union and which are reasonably consistent with the position.

The Students’ Union expects all staff to participate in any training programme, meeting or conference considered relevant to your job. The Students’ Union expects all staff to participate in, and take ownership of, their Induction, Personal Development Review, Departmental Staff Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students’ Union.

A condition of employment is that all staff are expected to assist in key events throughout the year e.g., Fresher’s Fair, Elections, Open Days and any other key events. Staff are expected to portray a positive image, both internally and externally of the Students’ Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.



**Person Specification: Assistant Manager Venues & Entertainments - Cambridge**

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| --- | --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** | **How Identified** |
| **Education/Qualifications** |  |  |  |
| Either hold a Personal Licence or willingness to become a PL holder | 🗸 |  | E |
| Minimum G.C.S.E. or Level 2 equivalent English and Maths | 🗸 |  | E |
| Degree |  | 🗸 | E |
| First Aid Certificate |  | 🗸 |  |
| **Knowledge & Experience** |  |  |  |
| Minimum of 2 years continuous employment within a bars/venue supervisory role | 🗸 |  | A/I |
| Experience in staff management/leadership | 🗸 |  | A/I |
| Experience of budget management |  | 🗸 | A/I/T |
| Working with minimal supervision | 🗸 |  | A/I |
| Programming entertainments | 🗸 |  | A/I |
| Planning, producing and distributing promotional material | 🗸 |  | A/I |
| Practical knowledge of Health & Safety law relating to licensed premises and the entertainments industry | 🗸 |  | A |
| **Skills & Abilities** |  |  |  |
| Computer literacy and keyboard skills (Microsoft Office) | 🗸 |  | A |
| Ability to recruit and train staff |  | 🗸 | A/I |
| Excellent communication skills both written and oral | 🗸 |  | A/I |
| Proven leadership skills |  | 🗸 | A/I |
| Proven organisational skills | 🗸 |  | A/I |
| Experience of contracts with external agencies and artists |  | 🗸 | A/I |
| Initiative, vision and creativity; to think and plan strategically | 🗸 |  | I |
| Ability to work within agreed budgets  | 🗸 |  | A/I |
| Multi-tasking to tight deadlines | 🗸 |  | A |
| **Personal Qualities** |  |  |  |
| Patience, enthusiasm, ability to motivate others | 🗸 |  | I |
| Commitment to working in a democratic environment | 🗸 |  | A |
| Flexible and adaptable approach to work and working hours | 🗸 |  | I |
| Customer focused with the ability to work with a range of people | 🗸 |  |  |
| Team based approach to work | 🗸 |  | I |
| Enthusiastic and positive approach to work | 🗸 |  | I |
| Honest/ Trustworthy in a cash environment | 🗸 |  | A/I |
| **Other** |  |  |  |
| Understanding of and commitment to the principles of equal opportunities | 🗸 |  | A/I |
| A desire for self-development and willingness to engage in training opportunities |  | 🗸 | A/I |
| Ability to travel independently to other locations when required | 🗸 |  | A/I |
| Full Driving Licence  | 🗸 |  | A/I |
| E: Evidence, A: Application Form, I: Interview T: Testing Methods |