

# ***VENUE MANAGER JOB DESCRIPTION***

**Grade:** Grade 7- £40,521-£42,978

**Responsible to:** Chief Executive Officer

**Responsible for:** Deputy Venue Manager, Casual Bar and Catering Staff, Venue Security

**Functional Relationships:** SU CEO & Senior Leadership Team, Elected Officers, Management Accountant Operational Leads, external clients, University Estates & Campus Services Directorate, Licencing Officer

# A MESSAGE FROM THE SU PRESIDENT AND CEO



**Fajar Ajmal**  
SU President 24-25

Thank you for considering the role of Venue Manager at the vibrant hub of student life that Northampton Students' Union is. We're passionate about our community, and we're eager for you to become a part of it! It is with great pleasure that we announce the opening of applications for a key role within our organisation.

These are truly thrilling times for the University of Northampton Students' Union as we are in great partnership with the student body and making some significant changes. In light of this pivotal moment, we are seeking dedicated Venue Manager who will lead both commercial and student experience initiatives in our award-winning Engine Shed building on the iconic Waterside Campus.

Throughout the years, Northampton Students' Union has undergone some notable shifts, and now, we stand poised to emerge as a resilient and impactful organisation—one that our members deeply cherish.

As our new Venue Manager, you will be joining us at a time of significant opportunity as both ourselves and the University are coming towards the end of the first year of our respective strategic plans. We are embedding new approaches to how we consult with, and listen to our members, and we are investing more than ever in developing a diverse and talented pool of student leaders who are capable of doing wonderful and inspiring work on behalf of the University of Northampton's student body.

We also have a new Finance & Commercial enabling strategy which the Venue Manager, alongside the Senior Leadership Team will be required to deliver upon, ensuring that our commercial activity maximises the assets of the organisation and enhances our service delivery to our members.

As an organisation which is proud of its diverse membership, we would also like to encourage applications from people of colour and people with disabilities to help our staff team better reflect our membership.

Thank you for considering joining our wonderful organisation, we can't wait to meet you!



**Roger Weston**  
Chief Executive Officer

# STRATEGY 2023-27

## OUR VISION

We are at the heart of student life, ensuring our students have an exceptional university experience.

## OUR MISSION

Together we strive to improve the university experience by:

- Inspiring students to build strong communities where they flourish individually and collectively.
- Empowering students to make positive changes on behalf of the student community.
- Supporting students through their academic journey.

## OUR GOALS

**Goal 1: A Better Students' Union-** We will be at the heart of student life, increasing student engagement in union activities, involving them more in decision-making, listening to their views, and broadening our appeal.

**Goal 2: An Excellent University-** We will curate a strong partnership with the university at all levels by becoming a reliable and credible source of insight, establishing ourselves as a vital stakeholder, especially when decisions are made affecting students. We are firm in our belief that by responding to student opinion, the University will make effective and experience-improving changes.

**Goal 3: Maximising Our Town-** We will connect students with the best Northampton has to offer, as well as working with local stakeholders to improve students' experience when living and/or studying in the town.

## OUR THEMES

**Theme A: Building strong student communities-** We are dedicated to the development of student communities on and off campus. We want to bring students together to improve their experience and sense of belonging to the union, university, and the town.

**Theme B: Empowering students to co-create an outstanding academic experience-** The SU empowers student reps and groups to provide a strong, coherent voice to the university and wider community, ensuring decision making is always informed by student opinion. Our core responsibility is to make sure student voice is valued and acted upon in all areas of the institution.

**Theme C: Ensure our students have the support they need to help them succeed at university-** We will develop and improve SU services, and partner with UON and community support services to give students the wraparound support they need to flourish in Higher Education.



# JOB DESCRIPTION

## *PRINCIPAL DUTIES AND RESPONSIBILITIES OF POST-HOLDER*

### **Financial Reporting and Analysis:**

1. Oversee daily operations of the bar, cafe, and associated conferencing and events.
2. Ensure all areas are well-maintained, clean, and meet health and safety regulations.
3. Develop and implement operational policies and procedures to enhance efficiency and service quality.

### **Event Management:**

4. Develop the Engine Shed into a versatile venue suitable for large scale events including conferences, parties, and weddings
5. Liaise with clients to understand their needs and ensure their requirements are met.
6. Oversee event setup, staffing, and logistics to ensure seamless and high quality delivery.

### **Team Leadership:**

7. Recruit, train, and supervise venue staff, including baristas, bartenders, waitstaff, and external event support.
8. Foster a positive and collaborative team environment, encouraging professional development in line with the Students' Union's HR policies and procedures.
9. Schedule and manage staff rotas to ensure optimal coverage and service.

### **Customer Service:**

10. Work with the Membership Services team to ensure that student events are delivered to a high standard.
11. Ensure a high standard of customer service is delivered at all times.
12. Handle customer inquiries, complaints, and feedback in a professional and timely manner
13. Create a welcoming and inclusive atmosphere for all guests and clients.

### **Financial Management:**

14. In consultation with the Management Accountant, manage budgets, monitor financial performance, and develop a strong pricing strategy to ensure profitability of the venue.
15. Implement cost control measures and identify opportunities for revenue growth.
16. Oversee inventory management, including ordering and stock control for the bar and cafe. Follow the finance regulations of the organisation to ensure policies and procedures are observed, particularly in relation to cash handling, stock control, and purchasing.

**Marketing and Promotion:**

17. Work with the Senior Marketing Coordinator to develop and implement marketing strategies to promote the venue and attract bookings.
18. Collaborate with the communications team to create promotional materials and campaigns.
19. Build and maintain relationships with local businesses, community groups, and potential clients.

**Health and Safety Compliance:**

20. Be the designated Premises Supervisor for the Engine Shed, ensuring retailing of alcohol is in line with the provision of the Licensing Act 2003.
21. Ensure compliance with all health and safety regulations and licensing requirements.
22. Conduct regular risk assessments and implement necessary safety measures.
23. Provide staff training on health and safety procedures and emergency protocols.

**To contribute to the overall effectiveness of the Union:**

24. Actively participate in meetings, personal development, and training events where there is a clear link to our strategy, your role or personal development.
25. Ensuring that statutory and legal obligations are met.
26. Ensure our financial sustainability by adhering to all financial procedures and processes of the Students' Union.
27. Promoting the Students' Union's various policies within your work, in particular Health & Safety, Equality & Diversity, Ethical, and Environmental.
28. Contributing to the positive image of the Students' Union with students, the University and the local community.
29. Working across the Union to share skills, improve capability or capacity and in support of service delivery.
30. Be flexible in your approach to work, ensuring you can work at any site as required, and unsociable hours as required to enable us to fulfil our mission.
31. The job description may be altered at any time in the future in line with the level of the post to meet changing requirements, please be assured that this will only be done in full consultation with the post holder.
32. Such other duties and projects as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of this post.

# PERSON SPECIFICATION

The person specification will be assessed initially by the application form, followed by Interview and if required, assessment.

Attributes	Criteria	Required	Desired	Assessment Methods: • Application Form • Interview • Assessed Exercise(s)
<b>Qualifications</b>	Qualification or equivalent experience in project management		X	• Application Form
<b>Skills, Knowledge and Experience</b>	Proven experience in venue management, hospitality, or events management.	X		• Application Form • Interview • Assessed Exercises
	Experience of training and recruiting a team of career and casual staff	X		• Application Form • Interview • Assessed Exercises
	Strong leadership and team management skills.	X		• Application Form • Interview • Assessed Exercises
	Excellent customer service and communication abilities.	X		• Application Form • Interview • Assessed Exercise(s)
	Excellent with numbers and a strong financial acumen, with experience managing budgets and financial reporting.	X		• Application Form • Interview • Assessed Exercise(s)
	Knowledge of health and safety regulations within the hospitality and events industry.	X		• Application Form • Interview • Assessed Exercise(s)
	Ability to work flexible hours, including evenings and weekends.	X		• Application Form • Interview
	A passion for delivering high-quality service and creating memorable experiences.	X		• Application Form • Interview • Assessed Exercise(s)
	Personal Licence holder, or willingness to undertake personal licence training to become the venue's Designated Premises Supervisor.	X		• Application Form • Interview

# HYBRID WORKING

The Union is committed to supporting a flexible approach in the way we work, to meet staff's individual needs and the Union's organisational needs. Building on our Flexible Working policy, we recognise that the option to work remotely increases efficiency, engagement, and employee satisfaction.

Whilst hybrid working is an option, the Union will accommodate staff working from wherever they feel comfortable, including their homes or campus. The Union will not allow staff to work from outside of the UK, unless they are representing the Union at a work-related event. Managers will discuss individual needs, preferences, and circumstances with staff to find the best working arrangements that balance with the requirements of the role.

- **Frontline roles** (e.g., Uniexpress Retail assistant) will not be able to request for hybrid working due to the nature of their work.
- **Student Facing roles** (e.g., sports and societies) should be on campus at a ratio of 4:1 (80%) during term time. If the service allows, this could be flexed 3:2 (60%) during non-term time.
- **Office Based roles** (e.g., finance) should be on campus at a ratio of 3:2 (60%). If the service allows, this could be flexed 2:3 during non-term time (40%).

This role is classified as “**Frontline**”

## OFFICE USE

Name of role	Area of Work	Version	Approval Committee	Approval Date	Revision Date
<i>Venue Manager</i>	<i>Commercial Services</i>	1	HR (Ops)	22/05/24	31/04/27