

COMMERCIAL OPERATIONS MANAGER

theunionmmu.org

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THE UNION

MANCHESTER
METROPOLITAN
STUDENTS'
UNION



WELCOME

Thank you for your interest in the Commercial Operations Manager role at The Union, Manchester Metropolitan University. Working in partnership with the University, The Union is an independent charity that supports students at Manchester Met to succeed in all aspects of their life whilst at university.

Manchester is an incredible place to be a student and we're proud to be part of an ambitious and student-centered university.

Our commercial services are key to our success – they generate income to fund services, build student communities, and allow us to provide the best experience possible for our student members.

This new role is about driving the development of our cafes and bars during a transitional phase. We're currently seeking to diversify our income and we want to provide truly excellent customer-focused services that meet our students' needs. This is an exciting opportunity for someone who wants to work for a values-driven organisation in a commercial role.

Who are we looking for? An experienced commercial operator, someone passionate about providing excellent customer care, who is outcome-focused and committed to continuous improvement. If this sounds like you, then please do get in touch and apply. We look forward to receiving your application.



Rhiannon Roberts,
Chief Executive Officer



Student Officer Team 2024-25

WHO WE ARE

There has been a Students' Union at Manchester Metropolitan University since the 1920s. Over the last one hundred years, we have been working hard to develop the ways we support our students to achieve their personal goals and ambitions.

As an independent charity, The Union's primary aim is the advancement of education of all 37,000 plus students here at Manchester Met. We want to achieve this by amplifying student voices; building strong communities; and delivering excellent student experiences. Every year, students elect a team of Student Officers to lead The Union and represent their needs.

We employ 60 career staff and around 150 student staff. Many of

our student staff work within our commercial outlets. Our primary funding is through an annual block grant from the University—currently around £2.6m. This is supplemented by revenue from our commercial operations. We run a variety of services including clubs and societies, change campaigns, volunteering opportunities, student representation, as well as an advice service.

We also host external events, hold conferences, and operate a bar, shop, pub, coffee shops, as well as study rooms that students can book.

As a charitable organisation, the money we make in our commercial outlets is ploughed straight back into offering our members more and better services.

A photograph of a modern brick building with large windows. A yellow circular graphic is overlaid on the image, containing the text 'OUR VISION' and 'To support every student at Manchester Met in achieving personal success.'

OUR VISION

To support every student
at Manchester Met
in achieving personal
success.

OUR MISSION

The Union exists to represent all students at Manchester Metropolitan University. We strive to ensure that the needs and views of students are at the heart of everything the University does. We will provide a wide range of services, activities and opportunities to offer the best possible student experience for all our members.

OUR VALUES

- + We are passionate about student success
- + Impact in all we do
- + Nobody knows our membership better
- + We are for every student
- + Working collectively to achieve our goals

OUR COMMERCIAL SERVICES

The annual turnover in our services is £1m, which is generated through the shop, cafes, bars, and conferencing and events. We are seeking to grow this income by diversifying our offer and providing exceptional services that build loyalty from our customers. We currently have five commercial outlets and venues, four of which will be overseen by the Commercial Operations Manager.



THE SALUTATION

The [Salutation Pub](#) is an institution on campus and is a favorite for students, staff, and alumni alike. Known for its history dating back to 1828, the traditional pub provides a blend of real ales, wines, and spirits, and has a beer garden (popular in the summer months). The Sal features regular events, quizzes, live music, and even hosts regular live broadcasts.



UNION CAFÉ

Our café serves a full range of Starbucks hot and cold drinks alongside light bites, toasties, sandwiches, and snacks. We're looking to develop the café into a multi-functional space that offers alcoholic and non-alcoholic space for students throughout the day into the evening.



UNION HALL

The Hall is our main events space – it's a large venue host to student events, external conferences, and bookings, as well as festivals. We've identified The Hall as a key area of growth and business development.



UNIT ONE

Our newest café bar, [Unit One](#), is located a short distance from the main Union building in Hulme. Built for students and the local community to meet, eat, and feel a sense of belonging. A range of premium hot and cold drinks, sandwiches pastries, and even pizza is on offer.



SHOP

On-campus essentials for students including meal deals, confectionery, soft drinks, stationery, and art materials. We also stock a range of branded MMU clothing and memorabilia.



WORKING
HERE



MANCHESTER LIFE

Rich in history, culture and nightlife, Manchester has always been a hub for creative and innovative people and was recently voted the best UK city to live in.

From the beginnings of the suffragist movement and the birth of the first computer, to the legendary music scene and its famous football teams, the city and its people have had a part to play in shaping the world stage.

Step outside of The Union on Cambridge Street and you are in the centre of the city, home to some of the finest cafés, bars, music venues and shops in the UK.

Surrounded by the Cheshire Plain in the south and the Pennines to the north and east, Manchester is perfectly positioned as a base to explore the local scenery. Neighboring market towns are well worth seeking out and are only a short tram or train ride away.

SALARY AND BENEFITS

The role offers a salary of circa £39k (depending on experience), with additional employee benefits including:

- + 26 days annual leave (plus an additional 6 discretionary days, including Christmas closure) and 8 bank holidays
- + 4-6% matched pension
- + Generous parental policies
- + Enhanced wellbeing package including sick pay
- + Employee Assistance Programme
- + Lots of learning and development opportunities.

ABOUT THE ROLE

Job title: Commercial Operations Manager

Reports to: Head of Finance and Performance

Salary: Circa £39k (Depending upon experience)

Hours: 37 hours per week in line with business needs

Direct Reports: 3 x Duty Managers (Unit One Café, 2 x Union) + Salutation Pub Manager

JOB PURPOSE

To lead and manage the Students' Union food and beverage outlets, maintaining high standards of customer service and quality at all times.

Focused on continuous improvement; driving performance with staff, standards, and service.

Ensuring all cafes and bars maximise income potential and are managed and maintained safely and responsibly.

The post holder will drive our commercial performance working towards ambitious turnover and profitability targets.

To develop a commercial strategy in line with student needs and market trends.

MAIN DUTIES AND RESPONSIBILITIES

Leadership, Management and Development

- + Lead and role-model a high-performing and inclusive culture in line with The Union's values.
- + Ensure alignment between the commercial team and the organisational strategy.
- + Have a clear understanding of which key performance indicators to deliver on.
- + Develop and deliver long-term plans for bars, catering, hospitality and sales that add maximum value.
- + Effectively manage staff within teams, providing coaching, training, 1-2-1s, support and performance management in line with The Union's competency performance framework.
- + Effectively manage the resources of commercial services within the agreed budget and targets.
- + Oversee the recruitment, selection, and induction of Operations staff, working with the Duty Managers and HR department.
- + Set and monitor challenging targets across the commercial operations team including revenue generation and new business opportunities.
- + Produce departmental training development plans for commercial services teams, delivering training where necessary.
- + Ensure that all Operations staff are trained in customer care, appropriate Health and Safety,

COSHH, Food Hygiene, licensing, fire regulations and product knowledge.

- + With support from the Duty Managers, ensure that full training records are maintained for all staff.
- + Ensure efficiency and effectiveness across the Operations team relative to business levels and staffing costs.

Standards & Service

- + Personally provide a high standard of customer service and always maintain a charismatic, presentable, positive, and calm attitude.
- + Support and motivate the Operational management teams to ensure they always provide excellent standards of service.
- + Ensure operational procedures and agreed standards of cleanliness and hygiene are implemented across all venues and food and beverage outlets.
- + Lead operational teams to ensure that high levels of hospitality are delivered to exceptional standards.
- + Ensure the standard of information inputted into the EPOS system is accurate, detailed and sufficient to maximize profitability.
- + Ensure all product and pricing strategy is presented and controlled efficiently.

- + Lead on all Health and Safety operational policies, practices and procedures and ensure that the organisation has fully detailed risk assessments for all venues, outlets and events.
- + Responsible for undertaking Health and Safety Audits and identify areas for development across all venues and Food and Beverage outlets.
- + Ensure all licensed premises are operated safely and in line with legislation with a strong commitment to corporate social responsibility.

Business Development and Efficiency

- + Responsible for the Profit and Loss performance of all Food and Beverage operations, managing income and costs and taking remedial action where necessary.
- + Ensure that there is effective stock management with strict controls and systems to maximize income and profitability.
- + Ensure that all sites have effective product, promotional and pricing strategies for all outlets to maximize profitability.
- + Work with the Space and Experience manager to increase hospitality revenue for external events.

- + Work in partnership with the Commercial, Space and Experience teams to identify income opportunities to maximize revenue.
- + Work with the Marketing & Communications team to ensure the effective marketing and promotion of all venues, outlets, promotions and events.
- + Develop the annual commercial budget alongside the Head of Finance and Performance, and in partnership with relevant departments.
- + Work alongside colleagues on major development projects as required.
- + Provide written or verbal reports to senior management when required.
- + Act as Premises License Holder for our licensed premises and to ensure the conditions of our licenses are strictly adhered to at all times.
- + Resolve on-the-job issues and operational problems as they arise and help develop long term solutions

Other

- + Be a collaborative and effective member of The Union management team, and work on organization-wide initiatives as part of that team as appropriate.
- + Ensure The Union values are prevalent in both personal and

departmental approaches to all work and decision-making.

- + Update the Senior Leadership Team (through the relevant SLT line manager) regularly on all aspects of the department's performance and activities.
- + Set, manage, and monitor the budget for the department, and support other budget-holders within the team in this activity.
- + Carry out relevant business and financial processes accurately and in a timely way (e.g. payroll, recharging, monitoring of monthly accounts).
- + Any other duties as required by the Senior Leadership Team.

Key Relationships

- + Head of Finance and Performance
- + Senior Leadership team
- + Commercial operations team
- + Space and Experience team
- + Marketing & Communications team
- + University Staff as appropriate
- + External Suppliers, contractors and appropriate authorities

ABOUT THE PERSON

Job title: Commercial Operations Manager

Person summary:

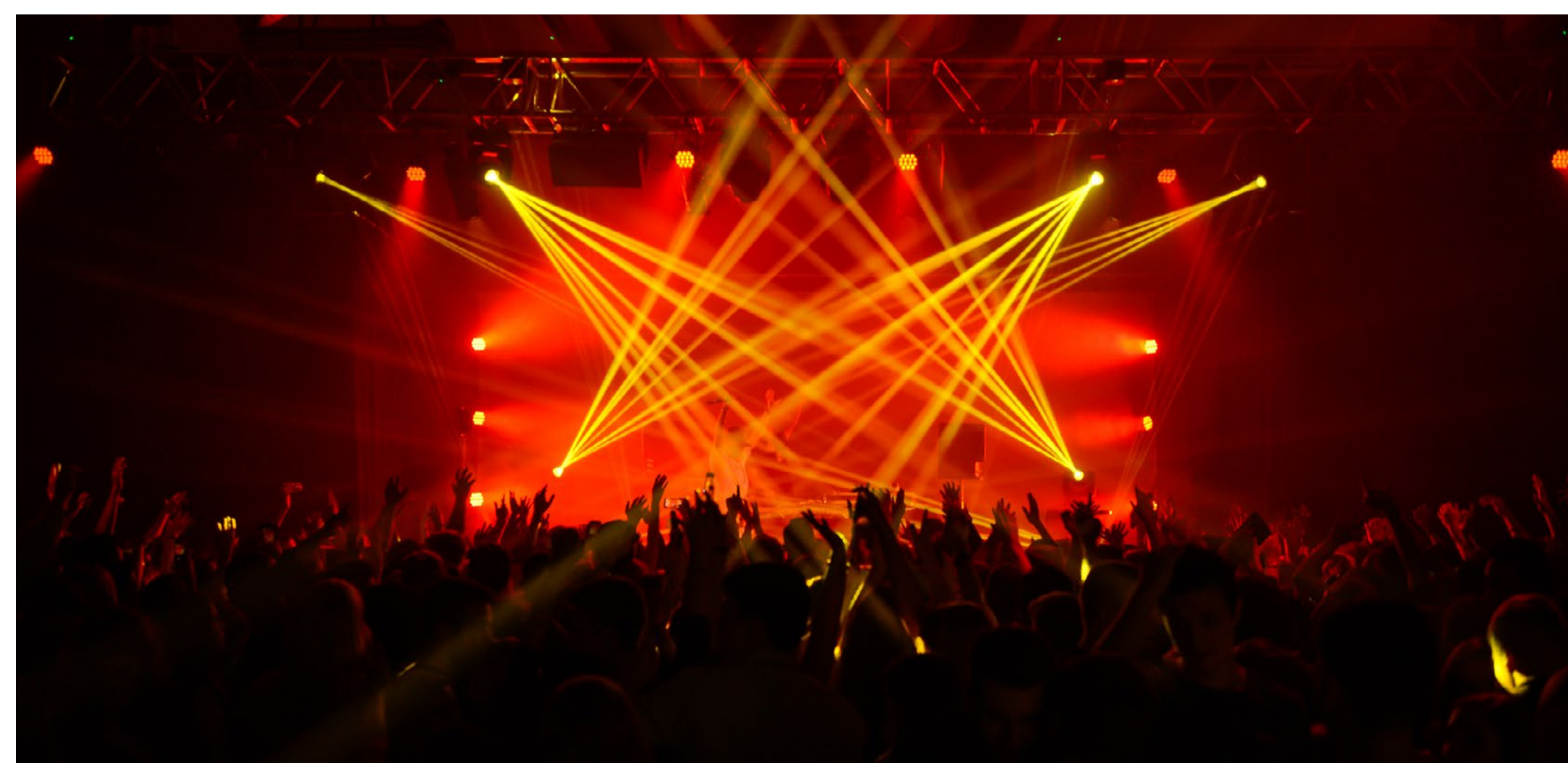
An enthusiastic, positive and extremely competent commercial manager with demonstrable experience of managing bar and café operations to a high standard with excellent levels of service.

A person with very high expectations of themselves and others, with a passion for detail and the ability to maintain delivery at a consistently high standard.

REQUIRED EXPERIENCE	Essential	Desirable
Extensive demonstrable experience of managing staff (including a large number of part-time staff) in a customer-focused F&B role.	X	
Substantial experience of managing in a General Manager or Food/Beverage Manager role, with Profit and Loss account responsibility.	X	
Developing and delivering operation plans to achieve growth.	X	
Managing multiple commercial units.	X	
Working within a sales/target/profit driven environment and comfortable with working to achieve ambitious growth targets.	X	
Recruitment, selection, development and performance management.	X	
Managing customer flow and peaks / troughs in demand.	X	
Leadership and oversight of health and safety policies and practices	X	
Oversight of cellar, stock and cash management.	X	
Servicing and provision of F&B services for conferences.		X
Working in a student-focused environment.		X

FUNCTIONAL SKILLS AND PROFICIENCY	Essential	Desirable
Customer trends and developments within Food and Beverage industry.	X	
Strong understanding of the utilisation of EPOS systems, including reporting functions.	X	
Strong entrepreneurial skills. Specifically, the ability to identify new opportunities, develop service offers, and implement within a financial framework.		X
Knowledge of Health and Safety issues relating to public venues and events & licensing laws.	X	
Ability to build relationships with key partners and suppliers.	X	
Good understanding of Microsoft Office Applications, in particular Excel.	X	
Able to manage budgets and to analyze financial information to ensure the financial performance of all venues and outlets.	X	
Good understanding of the requirements surrounding delivery of food service to a high and consistent standard.	X	

TRAINING AND QUALIFICATIONS	Essential	Desirable
Educated to Highers/ A-level standard or above.	X	
Educated to degree level standard and can demonstrate degree or equivalent qualifications.		X
Business management, leadership development or equivalent qualification.		X
Basic Food Hygiene Certificate.	X	
Advanced Food Hygiene Certificate.		X
Personal License Holder (or willingness / ability to undertake immediately).	X	
SIA Qualified.		X
Evidence of ongoing professional development.	X	



HOW TO APPLY

Please send your CV and covering letter, stating what skills and experience you have to bring to the role and why you want to work for The Union MMU to theunion@mmu.ac.uk

KEY DATES:

Closing date: 12:00, Thu 8 August 2024

Interviews (In person): Friday 16 August 2024

Please ensure you have read the full Candidate Information Pack before applying.

If you have any queries or would like to arrange an informal discussion about the role, please contact our recruitment consultant Michelle Berry via e-mail: michelle@berrymanagementconsulting.co.uk



