

Trading Services Casual Staff Promotion Procedure

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Purpose: To set out the procedure that staff should follow if they wish to develop and progress in their roles and position themselves for available promotion opportunities.

Audience: Retail & Licenced Trade Casual Staff
Trading Services Line Managers

1. Introduction

- 1.1 This procedure acts as a guide for casual staff within our Licenced Trade and Retail services to follow to ensure you are in the best position possible to apply for promotional opportunities.
- 1.2 It also acts as a guide for line managers within Trading Services, to ensure consistency and transparency of approach.

2. When can I apply to become a Supervisor or Duty Manager?

- 2.1 There will usually be up to three opportunities throughout the year to apply for Supervisor or Duty Manager promotional opportunities; Term 1, Term 2 and Term 3. This is, however, subject to operational requirements and is not guaranteed.
- 2.2 Promotional opportunities will be open to all year groups in Term 1.
- 2.3 Term 2 and Term 3 promotional opportunities will not be open to final year students unless you have the offer of an unconditional place on a Postgraduate programme at Royal Holloway. This is due to the length and cost of the training programme.
- 2.4 The indicative dates that opportunities will be promoted are outlined as follows:

Term 1	Term 2	Term 3
Week 5 Application window	Week 5 Application window	Last two weeks of Easter Application
Week 7 Interview	Week 7 Interview	Weeks 2 & 3 Rolling interviews
Week 8 Training	Week 8 Training	Week 4 Training

- 2.5 The only exception to the above is for the role of Kitchen Supervisor, where promotional opportunities will be available on a more rolling basis due to the needs of the operation.

3. How do I apply to become a Supervisor?

- 3.1 There are slightly different variations to the process depending on the team and skills required but for all Supervisor roles it will be expected that you will have completed the relevant training

matrix for your current role. Copies of the matrices can be found on the staff intranet and it is your responsibility to ensure each part gets signed off by a manager.

3.2 Generally applications should be made through our online PeopleHR platform, where you will be expected to upload a CV and cover letter, unless otherwise outlined below.

3.3 If you are applying for a Supervisor position in the **Shop, Events Crew, or Tech Crew**, if you are shortlisted you will be invited to attend an interview.

3.3.1 If you are successful at the interview you will be put onto the Supervisor Training programme.

3.3.2 You will be given 3 months to complete the training and you will continue to be paid at your basic hourly rate until successful completion of this programme.

3.3.3 If you are unsuccessful at the interview you are free to apply again at the next available opportunity, subject to the criteria outlined in 2.3.

3.4 If you are applying for a Supervisor position in **Bar (Tommy's Kitchen, Packhorse or Club)**, you will be asked to complete the Bar Supervisor Training matrix first.

3.4.1 Upon successful completion of this you should still apply through PeopleHR. If shortlisted, you will be invited to an interview.

3.4.2 If you are successful at the interview you will be promoted to the position of Bar Supervisor and your pay increased accordingly.

3.5 If you would like to become a **Kitchen** Supervisor, you will be asked to complete the training matrix and your competency levels will be assessed on the job.

3.5.1 You will not be expected to attend an interview

3.5.2 You will not have to upload a CV or cover letter to PeopleHR.

3.6 If you fail to engage with or complete the training, your line manager will ask you to a 1-2-1 meeting to discuss any barriers. At that meeting it will be determined whether your place on the Supervisor Training programme will continue or whether it will be terminated.

4. How do I apply to become a Duty Manager?

4.1 You will need to already be a Supervisor in any of our teams to be able to apply to become a Duty Manager. Additionally:

4.1.1 If you have not been a Supervisor within the Bar team specifically then you will be required to have completed the Bar Supervisor matrix, **before** applying for a Venues or Packhorse Duty Manager training programme place.

4.1.2 If you are a Kitchen Supervisor you will be required to have additionally gone through the Bar Supervisor recruitment process and be confirmed as a Bar Supervisor **before** applying for a Venues or Packhorse Duty Manager training programme place. This is due to the very specific skills and experiences that are required, which may not be available to Kitchen Supervisors.

4.1.3 To apply for the Shop Duty Manager training programme you will have to already be a Shop Supervisor.

4.2 The recruitment window for the Duty Manager process is the same as the Supervisor timeframe, outlined in 2.4.

- 4.3 All applications are through our PeopleHR platform, where you will be required to upload a CV and cover letter.
- 4.4 If you are shortlisted for the position you will be invited to attend an interview.
- 4.5 If you are successful at the interview you will be offered a place on the Duty Manager Training Programme.
 - 4.5.1 You will have three months to complete the training and you will continue to be paid at your Supervisor rate until successful completion of this programme.
 - 4.5.2 If you are unsuccessful at the interview you are free to apply again at the next available opportunity, subject to the criteria outlined in 2.3.