



**RH
SU**

**ROYAL
HOLLOWAY
STUDENTS'
UNION**

WE'RE HERE TO MAKE STUDENT LIFE
BETTER AT ROYAL HOLLOWAY

RECRUITMENT PACK:
DEPUTY MANAGER
(STOCK & ADMINISTRATION)

Welcome.

Working in a Students' Union is a unique experience where a collection of like-minded individuals come together to really make life better for students. Students' Unions are highly professional membership organisations that provide a wide range of commercial and holistic services for students whilst progressing their academic journey. Their strategic vision is targeted to deliver positive change for their members and enhance their overall experience.

As a senior management team, we're proud to work alongside an exceptionally talented group of individuals who care passionately about their work. This passion and drive has allowed us to transform Royal Holloway Students' Union, over the last few years, increasing the services provided.

Instrumental to this has been the success of our Trading Services, which have grown to provide a balanced estate for the organisation. The Union Shop is an essential and significant element of the services required on the Royal Holloway University campus, delivering a supermarket experience for all stakeholders.

The Union Shop is one of the largest retail operations within the Students' Union sector, with a turnover pre-pandemic in excess of £3million, and operates on a social enterprise model. The surplus contribution delivered from the operation makes a significant impact on the lives and activities of students at Royal Holloway.

Recent changes in the management team have created an opportunity for a new person to join the team as one of our Deputy Shop Managers.

That's where you come in. By downloading this pack you've taken the first steps towards joining the team and you couldn't have timed it better as we look to take the opportunity to strengthen our team and drive the Union Shop on to reach new heights.

You will be joining an enthusiastic, committed and entrepreneurial team that delivers high quality services, and has values at the core of all their work.



Sound good? Well read on then. The rest of this guide covers everything about the Students' Union, how we work, the great benefits package on offer to all our staff – including a cracking range of professional training and development opportunities – through to the strategy that drives us forward as an organisation.

Max Ross
Chief Operations Officer

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A bit about us.

The Students' Union is a student-led organisation that represents 11,000 plus students at Royal Holloway University. The activities and services we offer are really wide-ranging and include things like supporting c.130 student-led sports clubs and societies, ensuring academic representation on every course, offering free and independent advice through our professional Advice Centre, putting on loads of free events with our Give It A Go programme, and running a shop, a pub, a couple of bars and a nightclub to fulfil students' social life on campus.

We're a charity (charity no: 1141998) registered with the Charity Commission. Why does this matter? Well it means that any profit we make through our trading or membership services gets reinvested into services that help students during their time at Royal Holloway. That covers everything from funding societies to running national voter registration drives.

We're independent from the University.

While we work really closely with departments from all across the College, we are a separate organisation. This is important for several reasons, but mainly it means that if students have a problem while studying - whether that is their course, accommodation, or other issues, they can come and talk to us. And they can do this in the confidence that we can take up the issue with the University and help to resolve it.

Our leadership.

We're a democratic, membership organisation and all students at Royal Holloway are automatically members of the Union. Overall legal responsibility for the Students' Union rests with our Board



of Trustees which is made up of four full-time sabbatical officers, three student trustees and five external trustees.

The sabbatical officers are elected each year by, and from, the student membership of the University. They take a year out of their studies (or immediately after graduating) to take on a full-time paid staff role and to serve as a trustee.

The President of the Union (one of the four sabbatical officers) is the Chair of the Board of Trustees. They are responsible for chairing the meetings of the Board, leading the performance management of the Chief Executive and acting as lead ambassador of the Union to external stakeholders and the wider public.

Current trustees.

President and Chair of the Board	Maia Jarvis
Vice President Education	Shrijeet Shrey
Vice President Wellbeing & Diversity	Zee Iqbal
Vice President Societies & Sport	Hannah Hockin

Student Trustees	Isaac Crosby
	Molly Taylor
	Tom Ridge

External Trustees	Fang Wei
	Justin O'Brien
	Rory Shanks
	Jane Broadbent
	Peter Elliot

Our management.

Acting as Secretary to the Board of Trustees, it is the role of the Chief Executive to ensure effective and efficient strategic and operational leadership of the Students' Union. In conjunction with the President, the position must balance the need to drive and deliver sustainable income streams with ensuring continuous improvement of student satisfaction, engagement and representation.

The role works closely with the elected officers supporting them to ensure that the vision, goals and core values of the Students' Union are achieved.

The Chief Executive is supported by a professional senior management team who has specific responsibilities for implementing the day-to-day management of Membership Engagement, Trading Services, Marketing & Communications and Finance.

We employ a full-time team of 50 permanent staff and approximately 400 casual student staff.

Our finances.

The Students' Union has two main sources of income – an annual grant from the University and the income generated through our trading services. We are a charity and a not-for-profit organisation. All surplus generated within the organisation is reinvested into the facilities and services provided across the organisation for our members.

We represent students.

This means that the sabbatical officers sit on university committees and pass on students' opinions about decisions and changes. They also meet with the local council and other stakeholders to tell them what students think on certain issues.

Our services.

We're pretty active across campus supporting over 130 sports clubs and societies, representing students and their views, running our independent advice centre, serving up burgers in Tommy's Kitchen, hosting events across Medicine and the main SU building and providing a convenient place to shop for groceries.

Our departments.

We have four distinct departments: Membership Engagement; Trading Services; Marketing & Communications and Finance.

Membership Engagement.

Forming the backbone of the organisation, Membership Engagement includes Student Opportunities, Student Voice, Advice, and the Union Helpdesk.

All the administration for sports clubs and societies, academic course representation and social media management are just a few things run through here.

Trading Services.

The Ronseal department. It covers every area where the Union is operating commercially, from Tommy's Kitchen, Medicine and The Packhorse to the Union Shop and big ticket events like the Summer Ball.

They're the biggest employers of student staff in the organisation and their small army of 300+ staff make sure the drinks keep flowing on our regular club nights which see 1600 students descend on the SU twice a week.

Finance.

This department is responsible for processing the £6 million annual turnover that the organisation generates, ensuring we remain on a stable financial footing. They also support our HR function who are tasked with the recruitment of our 400 strong staff team.

Marketing and Communications.

Getting our message out to our members in the spaces in which they operate is key to our success. It's the job of this department to know what to say and when to say it, all the while ensuring we look great while doing it.

Our 22/23 officers.

Every year the student body elects four sabbatical officers to work full-time in the Students' Union for a year.

They work on a range of issues relating to student life, listening to student thoughts and opinions while running campaigns and working with the relevant people and bodies to implement positive policy changes.

Each officer has a portfolio area that sees them take on responsibility for a different area within the organisation, together deciding its strategic direction.



Maia Jarvis - President

The Students' Union President is the Chair of the Board of Trustees, sits on the highest decision-making committee at Royal Holloway, College Council, and is the figurehead of the Students' Union.



Shrijeet Shrey - Vice President Education

Not only is the Vice President Education the Deputy President of the Students' Union but they also sit on a number of high-level committees including Academic Board where the academic strategy of the College is decided.



Zee Iqbal - Vice President Wellbeing & Diversity

With a focus on liberation campaigns, mental and physical health provision and general wellbeing issues, the Vice President Wellbeing & Diversity is a key voice for campaigning on campus.



Hannah Hockin - Vice President Societies & Sport

The Vice President Societies & Sport has joint overall responsibility for developing the support the Students' Union offers to student groups on campus.

A LITTLE ABOUT US

55,190

TICKETS SOLD FOR EVENTS IN OUR VENUES

2146

STUDENTS INVOLVED IN AT LEAST ONE SOCIETY OR MEDIA GROUP

1500+

STUDENT CASES DEALT WITH BY OUR ADVICE CENTRE

290

MEMBERS OF OUR 8 STUDENT COLLECTIVES

137

ACTIVE AND RATIFIED STUDENT GROUPS

400

STUDENT STAFF

50

PERMANENT STAFF

RH
SU

£550,000

PAID TO STUDENT
STAFF, PUTTING
MONEY STRAIGHT
BACK INTO THEIR
POCKETS

111

THANK YOU

111 VALUES AWARDS GIVEN OUT TO STUDENT AND PERMANENT STAFF FOR EXCEPTIONAL PERFORMANCE

£300,000 in funding for the charity that was self-generated

93%

THE LEADERSHIP GROUP LEADS BY EXAMPLE

98%

THIS ORGANISATION HAS STRONG VALUES AND OPERATES TO HIGH ETHICAL STANDARDS

100%

I WOULD RECOMMEND THIS ORGANISATION AS A GOOD PLACE TO WORK

100%

THE ORGANISATION CARES ABOUT ITS EMPLOYEES

98%

THE ORGANISATION GIVES A HIGH PRIORITY TO EMPLOYEE WELFARE AND HEALTH AND SAFETY

Results taken from our 2020/21 staff survey

Our structure.

There are four departments, each headed by a senior manager. Within these, a number of functional teams exist, each managed by a line manager.

The senior management team is made up of:

- Chief Executive: **Suzy Stevenson**
- Chief Operations Officer: **Max Ross**
- Head of Marketing & Communications: **Michael Bailey**
- Head of Membership Engagement: **Daniel Curran**
- Interim Head of Finance: **Taina Nicolicin**

CHIEF EXECUTIVE.
Suzy Stevenson

TRADING SERVICES.
Max Ross

- >> Licensed.**
Deputy Head of Trading Services
Medicine Manager
SU Nightclub Manager
Tommy's Kitchen Manager
Tommy's Kitchen Cook
The Packhorse General Manager
The Packhorse Assistant Manager x2
The Packhorse Chef

- >> Entertainment & Events.**
Entertainments & Events Manager
Deputy Entertainments & Events Manager
Events & Bookings Coordinator

- >> Retail.**
Union Shop Manager
Union Shop Deputy Manager x2
Union Shop Duty Manager
Administration Coordinator
Union Shop Assistant x3

- >> Premises.**
Facilities and Maintenance Coordinator

MEMBERSHIP ENGAGEMENT.
Daniel Curran

- >> Student Voice.**
Student Voice Manager
Academic Communities Coordinator
Representation & Democracy Coordinator
Research and Insight Coordinator

- >> Advice.**
Advice Centre Manager
Student Advisor
Graduate Student Advisor

- >> Student Opportunities.**
Student Opportunities Manager
Societies Coordinator
Sports Clubs Coordinator
Membership & Events Coordinator
Helpdesk Coordinator

HUMAN RESOURCES.
Angelika Martyna

- >> Human Resources.**
People & Development Manager
Senior HR Advisor
HR & Training Coordinator

FINANCE
Taina Nicolicin

- >> Finance.**
Deputy Head of Finance
Senior Finance Coordinator
Finance Coordinator
Stock & Bookings Coordinator

MARKETING AND COMMUNICATIONS.
Michael Bailey

- >> Communications.**
Marketing & Communications Manager
Communications Coordinator

- >> Digital and Design.**
Graphic Designer x2

- >> Advertising and Sales.**
Advertising & Media Sales Coordinator

*Chart shows permanent staff only

Our strategy.

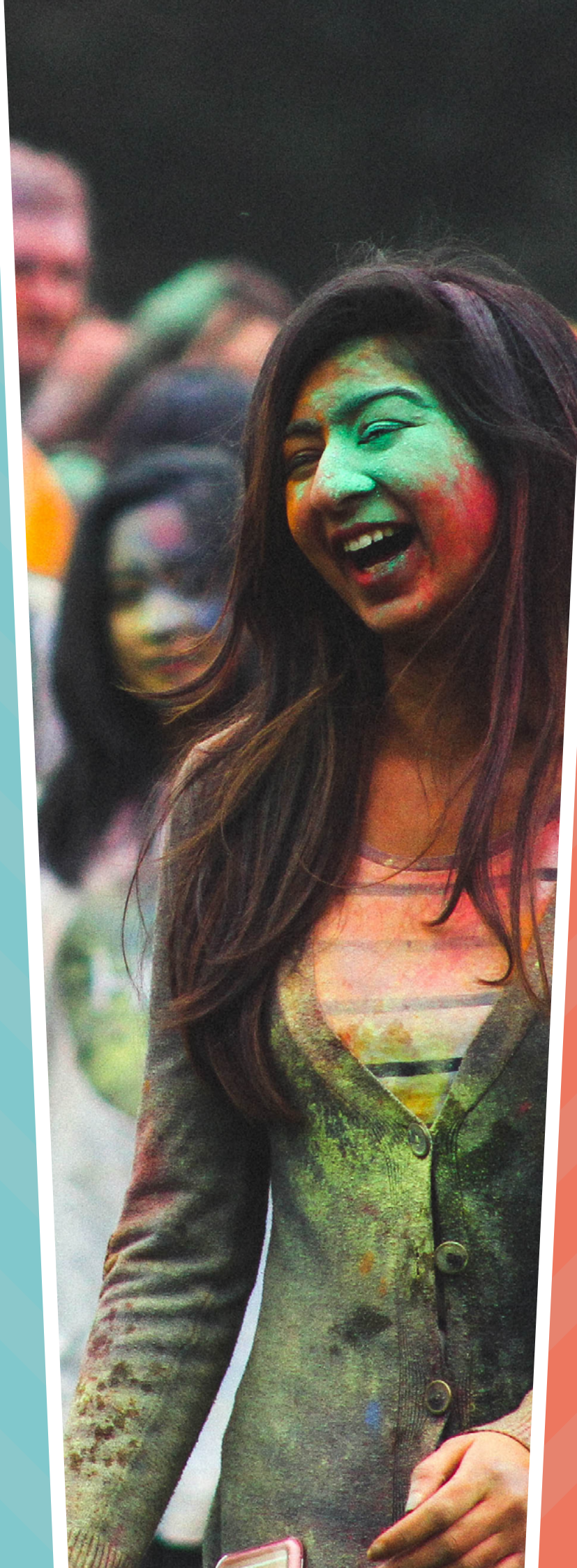
Our mission is simple: **we're here to make student life better at Royal Holloway.**

We review our strategic plan every two years to ensure we're focusing on the right areas, with our current plan taking us through to 2024 and focusing on the following five aims:

1. Improve students' education
2. Make campus fun
3. Look after students' wellbeing
4. Make students more employable
5. Empower students to change the world around them

But we don't simply focus on what we do, we also care about how we do it and recruiting the right people is critical to our achievement of this.

You can read the full plan at su.rhul.ac.uk/strategy.



Our values.

We have five values that people across the organisation share. They represent the expectations we have for ourselves and each other, they guide our day-to-day decisions and the behaviours that we champion.

Student focused.

We understand without doubt that we exist for our members. We make sure we know how their needs are changing. We adapt.

High quality.

Quality is fundamental to achieving results. We go above and beyond expectations. We channel our energy into making things better and change or stop things that aren't working.

Inclusive.

We champion and celebrate the importance of diversity, equality and liberation consistently through our work. We are ambassadors for our organisation and speak out if something is not right.

Brave.

We embrace change and opportunity and we are not afraid to try new things. We are ambitious and constantly look for new approaches to doing things.

Trustworthy.

We make decisions based on our values and take responsibility for them, admitting if we get something wrong. We communicate with integrity, even when the message might be difficult.

Salary and Benefits.

Get that work life balance right.

We're really passionate about our staff members being able to enjoy life outside of the workplace so we've built up an annual leave package and flexible working arrangement that stands up as one of the best in the sector.

First up, you can forget about working over Christmas and New Year ever again as we give you up to seven discretionary days over the festive period. And, that's on top of the 22 annual days of contractual leave you get a year (rising by one day each year up to a maximum of 27 days) plus bank holidays, for a total of at least 37 days off a year.

That's not all. Should your birthday fall on a work day you'll also get that off as well so you can do something fun. On top of this we also offer:

- 1pm finishes on alternate Fridays during July and August
- Assisted conception leave
- 18 weeks full pay maternity leave
- 4 weeks full pay partners leave (with an additional two weeks at 50% pay)

Away from annual leave we'll always try and be flexible around your life where possible. Need to pick up the kids from school? We'll look at how we can make that work. Got to get the car in for its MOT? We can sort out a late start.



There's loads of little bits like this that come up in life and we're always willing to ensure you don't have to fret about what that means for your job. We're also pretty flexible with our working day and open to discussing all options that may be on the table.

Lap up those student discounts.

Ever get jealous you can't get discounted Spotify? Well, that's a thing of the past as we dish up a free TOTUM card for all staff members, opening up the door to a world of student discounts and special offers.

Talking about discounts, you'll also get 10% off food and drink across our venues - we also do free hot drinks from the bar if you fancy a midday pick me up.

More freebies than you can shake a stick at.

Freshers' Festival is famous for the amount of free stuff that students get their hands on and as a staff member at the SU you'll also have a chance at getting in on the action. Free pizza, bottle openers, pot noodles, protein powder... you get the idea.

Alongside this, every staff member gets four free tickets to our Summer Ball (worth £300) which is held in Founder's Building every June. Think of it as a huge one day festival with 3500 students, two major stages with headliners such as Rudimental and Chase and Status, food stalls, fun fair rides and more. And if you drive to work you'll also get free parking on campus. Sometimes it's the small things that matter most.



Development and training for days.

We're all about professional development here at the SU, so we put aside specific training and development budgets to ensure you can build your knowledge and be set up for future success.

We also believe in offering academic opportunities to staff and will support you in your pursuit of qualifications. This extends to financial support alongside study leave to ensure you have the time you require to exceed and excel.

Make a difference.

You'll be working for an organisation that tackles the big issues on campus but one that has a great time doing it. You'll be joining a team of smart, friendly people who really care about the sector they work in where everything they do has a direct impact on the experience of over 10,000 students at Royal Holloway.

Despite the hard work, it's a sociable environment where we value the interactions between our team, be that at our monthly coffee and pastry catch-ups or at the pub after a busy week.

Get fit and have fun.

Fancy cycling to work? We have a ride to work scheme to help you purchase a new bike for your commute - there's also a season ticket loan scheme should you get the train in. And if hitting the weights is more your scene, we offer reduced price gym membership at the on campus sports centre.

And last but not least.

Should you live over 100 miles away, we offer a relocation assistance package of upto £1500 to individuals moving within 30 miles of Egham.

Finally, we want you to have peace of mind while working at the Students' Union and offer a death in service benefit, the cost of which is covered by the organisation. This is equal to four times your annual salary which is paid to your nearest or nominated relation should the worst happen.

Deputy Manager (Stock & Administration)

Responsible To:	Union Shop Manager
Responsible For:	Administration Coordinator Administration Assistant (vacant/casual staff) Part-time Duty Manager Stockroom Assistant (shared) Casual Staff (task allocation and supervision)
Contract Type:	Permanent
Hours of Work:	35 hours per week (excluding 1 hour unpaid lunch break) averaged over 52 weeks with an expectation to work flexibly in regards to rota shifts. Possibly some weekends..
Salary:	£28,098 - £31,365 Candidates are usually expected to start on the lower end of the salary bracket.
Purpose of Role:	To share responsibility for the operation and development of the Union Shop with the other members of the core management team, with a specific remit for ensuring efficient administration and stock ordering/management.
Strategic Alignment:	The work of this role is focused around ensuring the Students' Union has the resources required to operate in a sustainable manner. By ensuring the Union Shop is efficient, diligent in its stock management, and managing shrinkage, this role will help the shop to deliver a surplus that can be reinvested in our services for students.

Key Deliverables.

Operational & Strategic Management

- Share responsibility for the operation of the Union Shop with the core management team, ensuring it delivers a high quality service for students and staff at Royal Holloway, and generates a surplus for the organisation to reinvest into its charitable activities.
- Deputise for the Shop Manager as required, leading team members across the entire shop, but taking specific responsibility for all work related to stock management, goods in, merchandising and profit protection
- Take ownership for the efficient management and use of the EPOS system, working with colleagues to upskill capability within the team, and improve management reporting.

Stock Ordering & Management

- Ensure efficient stock ordering systems are in place for the outlet, maintaining consistent stock levels through the efficient use of EPOS transactional data, whilst continuously providing products which meet the needs of customers.
- Supporting implementation of planograms and category management, working with NUS and other suppliers to ensure the best value products are available for students and staff. Including NUS compliance checks.
- Work with colleagues and supply chain partners to digitise the ordering/receipting process for stock deliveries, eradicating human error and providing accuracy in reporting
- Support the implementation of profit protection measures throughout the operation, working with external partners to conduct routine stock counts and line checks in accordance with operational requirements.

Administration

- Ensure effective administrative systems are in place covering areas such as (but not limited to) sales analysis, stock management, and profit protection.
- Supervise individuals in their duties related to administration, ensuring compliance with relevant systems and processes.
- Coordinate the regular stocktakes and do investigations and follow ups as necessary, including liaising with back office support via EPOS when required.

- Implement digital solutions to optimize efficiency of task completion within the staff team, supporting a more efficient work ethic and enhancing the customer experience.

Staff & Financial Responsibilities

- Recruit and induct staff within the organisation as appropriate.
- Supervise and/or manage team members in line with the organisation’s policies and procedures, supporting them to grow personally and professionally.
- Manage a turnover budget of £3m, in line with the organisation’s scheme of delegation and financial procedures.

Organisation Wide Responsibilities

- Comply with relevant equality and diversity policies, promoting a healthy working environment where all individuals are valued.
- Comply with relevant health and safety policies, seeking to minimise hazards for others.
- Support the development and implementation of sustainability initiatives within the organisation.
- Comply with relevant data protection policies, ensuring General Data Protection Regulations are considered when making plans and decisions.
- Establish and maintain excellent working relationships with students, volunteers, staff and individuals outside of the Students’ Union (for example the University).
- Comply with the Students’ Union’s constitution and other governing documents, recognising and celebrating the contribution of members to leading our work.
- Work as part of a wider team, undertaking any other reasonable duties appropriate for the grade that may be required by the organisation.

Person Specification.

	ESSENTIAL	DESIRABLE
GCSE Maths and English or equivalent (Minimum Grade C/Grade 4).	X	
Degree, suitable vocational qualification or equivalent experience in a retail environment.		X

EXPERIENCE AND KNOWLEDGE		
Experience of leading a team within a high volume retail or customer focussed environment.	X	
Operational understanding of stock management, including logistics, ordering and administration.	X	
Significant understanding of the retail sector, with evidence of success in managing profit protection.	X	
Understanding of financial processes, reconciliations and budget development.	X	
Experience of developing and implementing systems / processes across a range of different areas.		X

SKILLS & ABILITIES		
Commercial acumen, with an ability to identify changing market trends from data.	X	
An ability to build relationships with, and motivate individuals from a diverse range of backgrounds.	X	
Strong attention to detail, with a logical approach to task management.	X	
High levels of computer literacy, with an ability to learn new systems quickly and teach others in their use.	X	

VALUES
We're a values-led organisation, which means we're keen to attract applicants who share our priorities.
We're keen to hear about times you've demonstrated the following:

Student Focused: Everything we do will have the students at the heart of it.	X
High Quality: Expectations are high, and we must exceed them.	X
Inclusive: We will offer a diverse range of activities and services which are fulfilling and accessible.	X
Brave: We should be bold and not afraid to challenge the status quo.	X
Trustworthy: We will ensure that we are transparent, honest and fair in what we say and do.	X
Motivational Leadership (for management roles): actively leads, establishes expectations, accountabilities, purpose and vision, creating an environment where others can achieve optimal performance.	X

Next steps.

Simply head over to su.rhul.ac.uk/jobs, navigate to the role you'd like to apply for and fill in your contact details. Remember to add your CV and covering letter at this point when requested by the system.

We can't accept any applications that are sent direct by email so you need to ensure it all goes through our online portal. After applying we'll be in contact via email using the address you used when filling in the application form.

Finally, we wish you the best of luck in your application. If you have any questions, you can email us at surecruitment@su.rhul.ac.uk.

The legal stuff.

All positions are subject to applicants making themselves available to attend interviews, inductions and training days.

Successful applicants will need to submit proof of eligibility to work in the UK before employment. The document submitted will be photocopied and held in accordance with the Data Protection Act 2018 and UK GDPR. This will be done after an offer of employment is made.



Data protection when applying for a role at RHSU.

We're committed to data protection and it's important to know what's happening with your data when you apply for a job role. That means we'll only use the information you supply for the purposes of progressing your application (or to fulfil legal or regulatory requirements if necessary) and we'll never share your information with any third parties for marketing purposes or store it outside of the European Economic Area.

For detailed information on data protection during the recruitment process head over to su.rhul.ac.uk/privacy.

Equal opportunities.

We're committed to ensuring our workforce accurately reflects the diversity of the world we live in. We positively encourage applications from all individuals irrespective of their gender, age, home country, ethnic background, sexuality, religious beliefs or disability.

All candidates will be treated equally and all appointments made on merit. If you have any questions about any of the roles, please don't hesitate to get in touch with us at surecruitment@su.rhul.ac.uk.