RECRUITMENT PACK:
VENUES ASSISTANT MANAGER
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.

Instrumental to this is the successful running of our licensed venues operations, ensuring that there is a full and vibrant social calendar for the Royal Holloway community.

The Licensed Trade team has recently been restructured to provide a more robust and resilient structure, ensuring that a consistent and cohesive approach is adopted across our campus-based venue operations.

The restructure has created two roles to provide hands-on management of our late-night venues. You’ll provide operational support as required for all events and activities hosted within our venues, while continually seeking to develop our team of student and permanent staff.

By downloading this pack you’ve taken the first steps towards joining an enthusiastic, entrepreneurial and passionate team that delivers high-quality services and huge events, with values at the core of all their work.

The rest of this guide covers everything about the Students’ Union, including how we work and our great benefits package, through to the strategy that drives us forward as an organisation.

If you like the sounds of what we have to offer, we look forward to hearing from you!

Max Ross
Chief Operations Officer
A bit about us.

The Students’ Union is a student-led organisation that represents 12,000+ students at Royal Holloway, University of London. The activities and services we offer are really wide-ranging and include things like supporting c.140 student-led sports clubs and societies, and ensuring academic representation on every course. We offer free and independent advice through our professional Advice Centre, put on loads of free events with our Give It A Go programme, and run 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 University, 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.

Board of Trustees.

President and Chair of the Board
Hannah Hockin
Vice President Education
Sharanya Sivarajah
Vice President Wellbeing & Diversity
Nisha Bundhun
Vice President Societies & Sport
Alastair Copland

Student Trustees
Lucy Courtney
Bradley Powell
Muscab Salad

External Trustees
Lydia Halls
Mike Johnson
Justin O’Brien
Rory Shanks
Vacant
Our 23/24 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.

Hannah Hockin
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.

Sharanya Sivarajah
VP 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.

Nisha Bundhun
VP 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.

Alastair Copland
VP Societies & Sport

The Vice President Societies & Sport has joint overall responsibility for developing the support the Students’ Union offers to student groups on campus.
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.
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, we also offer free hot drinks from our 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 11,000 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 up to £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.
Our structure.

**Senior Management Team**

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
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<tr>
<td>Interim Chief Executive Officer</td>
<td>Vicky Hossack</td>
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<tr>
<td>Chief Operations Officer</td>
<td>Max Ross</td>
</tr>
<tr>
<td>Head of Finance &amp; Digital Transformation</td>
<td>Katie Marriner (Maternity Leave)</td>
</tr>
<tr>
<td>Interim Head of Finance</td>
<td>Philip Adeyelu</td>
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<tr>
<td>Head of Membership Engagement</td>
<td>Dan Curran</td>
</tr>
<tr>
<td>Deputy Head of Finance</td>
<td>Taina Nicolicin</td>
</tr>
<tr>
<td>Deputy Head of People</td>
<td>Angelika Martyna</td>
</tr>
<tr>
<td>Deputy Head of Marketing, Communications &amp; Insight</td>
<td>Stu Baillie</td>
</tr>
<tr>
<td>Deputy Head of Venue Operations</td>
<td>Frankie Foley</td>
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<tr>
<td>Vacant</td>
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**Staff Team**

**Student Opportunities.**
- Student Opportunities Manager
- Societies Coordinator
- Sports Clubs Coordinator
- Helpdesk Coordinator
- Student Groups Admin Assistant

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

**Advice Centre.**
- Advice Centre Manager
- Graduate Advisor 😊

**Marketing, Communications & Insight.**
- Senior Communications Coordinator
- Senior Design & Digital Coordinator
- Advertising & Media Sales Coordinator
- Social Media Coordinator
- Graphic Designer

**Finance.**
- Senior Finance Coordinator
- Finance Coordinator
- Stock & Bookings Coordinator

**Human Resources.**
- Senior HR Advisor
- HR & Training Coordinator

**Entertainment & Events.**
- Entertainment & Events Manager
- Tech & Events Coordinator
- Membership Events Coordinator

**Licensed.**
- Campus Venues Manager
- SU Venue Assistant Manager 😊
- Medicine Assistant Manager
- Tommy’s Kitchen Cook
- The Packhorse General Manager
- The Packhorse Deputy Manager 😊
- The Packhorse Grill Chef
- Trading Services Admin Assistant

**Retail.**
- Union Shop Manager
- Union Shop Deputy Manager 😊
- Union Shop Duty Manager
- Administration Coordinator
- Union Shop Assistant 😊

**Premises.**
- Facilities and Maintenance Assistant

*Chart shows permanent staff team only*
Campus Venues Manager

Casual Staff

Permanent, Full-time (part-time position also available).

35 or 26 hours per week (excluding 30 minute daily unpaid lunch break), based on a five-day working week.

This role will require availability to work a mixture of shifts, including evening and overnight shifts, predominantly during term time.

£26,415 – £29,486 (pro rata).

Candidates are usually expected to start on the lower end of the salary bracket.

To work collaboratively with the Campus Venues Management team to develop and deliver excellent service provision within the venue operation.

To provide hands on management of the assigned venue’s late-night operations, and to line manage and continually develop all student and permanent staff working within the venue.

To provide operational support as required to all activities hosted within the venue, both internal and external bookings. To ensure all operations are conducted in line with organisational policy, industry best practice and legislative requirements.

The role will contribute to ‘Making your campus fun’ by supporting the diverse range of activities and events that are hosted annually by RHSU. The post holder will be influential in the delivery of high-quality services for all stakeholders, provide leadership for members who are ‘Making themselves more employable’.

Responsible To: Campus Venues Manager

Responsible For: Casual Staff

Contract Type: Permanent, Full-time (part-time position also available).

Hours of Work: 35 or 26 hours per week (excluding 30 minute daily unpaid lunch break), based on a five-day working week.

This role will require availability to work a mixture of shifts, including evening and overnight shifts, predominantly during term time.

Salary: £26,415 – £29,486 (pro rata).

Candidates are usually expected to start on the lower end of the salary bracket.

Purpose of Role: To work collaboratively with the Campus Venues Management team to develop and deliver excellent service provision within the venue operation.

To provide hands on management of the assigned venue’s late-night operations, and to line manage and continually develop all student and permanent staff working within the venue.

To provide operational support as required to all activities hosted within the venue, both internal and external bookings. To ensure all operations are conducted in line with organisational policy, industry best practice and legislative requirements.

Strategic Alignment: The role will contribute to ‘Making your campus fun’ by supporting the diverse range of activities and events that are hosted annually by RHSU. The post holder will be influential in the delivery of high-quality services for all stakeholders, provide leadership for members who are ‘Making themselves more employable’.

Key Deliverables.

Service Delivery

- Maintain an operational ‘hands-on’ presence in all areas of the business, ensuring all elements of the late-night venue operations are delivered to the highest standard, during opening hours.
- Act as a key holder for the venue, ensuring compliance with agreed security protocols and reporting processes, liaising with partner organisations as requested.
- Support the routine management of the Medicine operation, ensuring that all areas are maintained to the highest standards, focussing on housekeeping and hygiene in both FoH and BoH.
- Assist with the delivery of special functions, private bookings, conferences, and projects as may be requested, and support the delivery of the agreed social calendar of activities and events for the venue.

Stock Control

- Ensure suitable stock holding levels, in line with operational requirements, are maintained and controlled in accordance with budgets. Rotate stock and implement systems to ensure stock is correctly stored and labelled.
- Ensure all deliveries are accurately recorded and stored correctly thereafter with due consideration to FIFO, that all legislation relevant to the storage of perishable products is adhered to.
- Maintain efficient processes for the management of wet stock holdings in line with trading demand, and provide reports as requested to line management and external auditors.
- Ensure that all legislation relevant to the storage of perishable products or sundries is adhered to and appropriate records kept, monitor stock control procedures and line checks; assist external auditors as required.
- Make recommendations to the management team regarding product range, pricing policy and promotional activity.

Business Development

- Liaise with the Marketing team to ensure all activities, events, products, and promotional activity associated with Medicine are effectively advertised.
- Review and develop efficient processes for venue operations with the aim of
enhancing the customer experience and maximising revenue generation.

- Work with the management team to promote the venue for external hire, develop products and services that meet the demands of clients, and mitigate ‘dark time’ within the venue operation.
- Work with the management team to develop a social calendar for the venue, which promotes diversity and widens stakeholder engagement.
- Ensure marketing compliance as directed with any membership scheme, legislative requirements or recognised best practice.

**Staff & Financial Responsibilities.**

- Support recruitment and induction of 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.
- Support the management of a revenue budget of circa £875K gross, 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.**

### EDUCATION AND TRAINING

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<thead>
<tr>
<th></th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<tbody>
<tr>
<td>GCSE Maths and English or equivalent (Minimum Grade C / Grade 4).</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Educated to degree level or equivalent.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Personal Licence Holder.</td>
<td>X</td>
<td></td>
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<tr>
<td>SIA Door Supervisors badge.</td>
<td>X</td>
<td></td>
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<tr>
<td>First Aid at Work qualification.</td>
<td></td>
<td>X</td>
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<tr>
<td>Level 3 Food Hygiene</td>
<td>X</td>
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### EXPERIENCE AND KNOWLEDGE

- Evidence of successfully working in a kitchen role ideally within a pub or restaurant setting. X
- Operational shift management experience in a busy licensed retail operation, restaurant, Students’ Union, or conferencing environment, and understanding of the routine administrative tasks required. X
- Experience of EPOS systems with a proven understanding of and commitment to stock management protocols. X
- Experience of working within and developing a team of staff to support a culture that meets the needs of, and engages with, members, staff, and stakeholders in a high-performing environment. X

### SKILLS AND ABILITIES

- An understanding of UK Licensing Legislation, Food Hygiene requirements and practical knowledge of Health & Safety legislation relating to licensed premises. X
- Knowledge and commitment to best practice with regards stock control and cash security. X
- Working knowledge of licensed food service operations within a high-volume licensed retail operation. X
- A proven interest in the licensed retail or hospitality sector, with an understanding of operational compliance in relation to food and drink service. X
- Understanding of employment legislation and procedures. X
- Able to undertake roles of Designated Premises Supervisor. X
- Flexible, enthusiastic, and positive approach to work with ability to remain calm under pressure. X
- Working knowledge of profit and loss accounts, budget control and analysis; ability to plan and work within agreed budgets. X
- Strong communication skills, with the ability to communicate effectively with people at all levels; tactful, diplomatic, and high standards of integrity. X

### VALUES

- **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.