

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

**RECRUITMENT PACK:**  
**THE PACKHORSE**  
**ASSISTANT MANAGER**



# Welcome.

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The Packhorse is a vibrant modern community pub located on the A30 opposite the Royal Holloway University of London University campus in Egham. The pub was taken over by Royal Holloway Students' Union (RHSU) in 2017 and has become a popular venue for all members of the community who live, work and study in close proximity to Royal Holloway.

The Packhorse is one of a number of licensed trade venues operated by RHSU, with an aim to be the 'best value pub in Egham' which is both a reflection of the competitive nature of the business as well as the high standards of service and quality delivered by the staff. RHSU operates the pub as a social enterprise which means that any surplus generated is invested back into the community it serves.

In case you need any extra persuading, The Packhorse's location also means that it has different trading patterns from the usual licensed venue, which allows our staff to enjoy the traditional festivities throughout the year....who knew you'd get Christmas off?!

Have a look through the rest of this pack for more specific information about the role and the organisation and if you'd like an informal chat, email me at **[charlie.plaskitt@su.rhul.ac.uk](mailto:charlie.plaskitt@su.rhul.ac.uk)**.

**Charlie Plaskitt**

The Packhorse Manager



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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  
Vice President Education  
Vice President Wellbeing & Diversity  
Vice President Societies & Sport

Henn Warwick  
Maia Jarvis  
Alice Goode  
Alex Parry

Student Trustees

Gemma Parson  
Remi Gruszka  
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 Support & Engagement, Trading Services, Marketing & Communications and Finance & Resourcing.

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 independant 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, Support & Engagement; Trading Services; Marketing & Communications and Finance & Resourcing.

### Membership, Support and Engagement.

Forming the backbone of the organisation, Membership Support and 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 and Resourcing.

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.

Often referred to simply as 'The Sabbs', they are either students who have interrupted their studies to take a year out of their course, or individuals who are undertaking the role in the year after they graduate.



## 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.



## 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.



## 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.

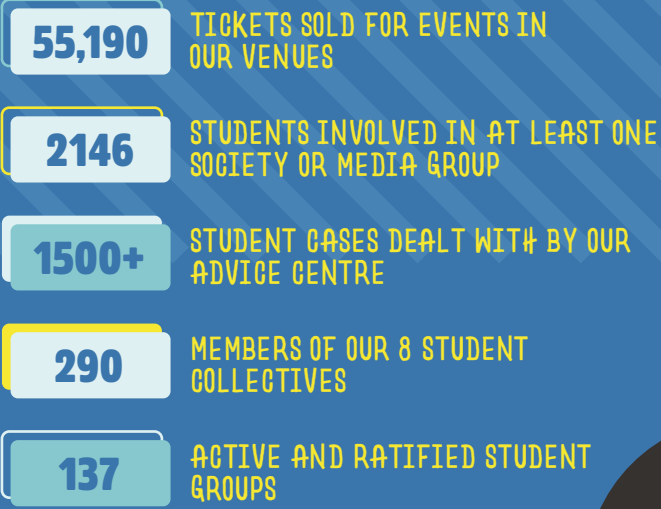


## Hannah Hockin - Vice President Societies & Sport

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



400

STUDENT STAFF

50

PERMANENT STAFF

RH  
SU

£550,000

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



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

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



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:

- Interim Chief Executive / Head of Trading Services: **Max Ross**
- Acting Deputy Chief Executive / Head of Marketing & Communications: **Michael Bailey**
- Interim Head of Membership Support & Engagement: **Daniel Curran**
- Interim Head of Finance & Resourcing: **Taina Nicolicin**

\*Chart shows permanent staff only





# Our strategy.

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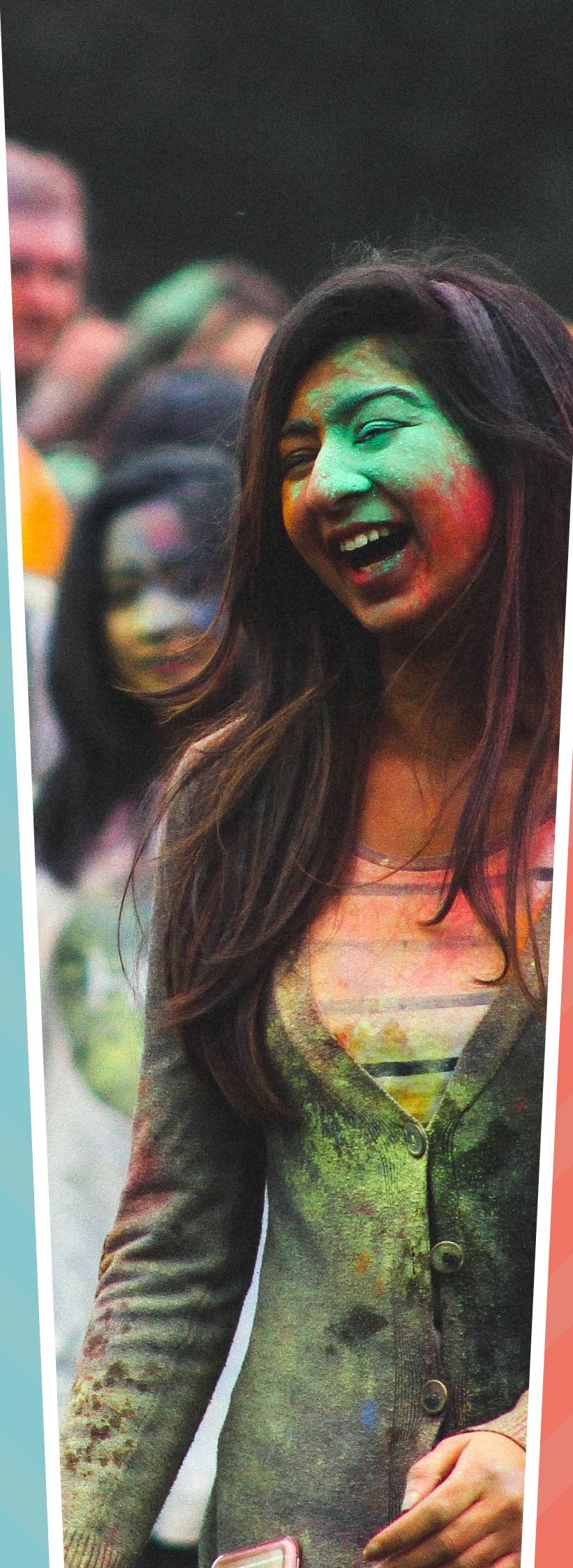
Our mission is simple: **we're here to make student life better at Royal Holloway.**

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 2022 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](https://su.rhul.ac.uk/strategy).



# Our values.

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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:

- 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 money 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.

In the summer you'll get the chance to take part in our annual rounders tournament that's totally not competitive at all... well maybe just a little.

## 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.





# The Packhorse Assistant Manager

Department:	Trading Services
Team:	Licensed Trade
Responsible To:	The Packhorse General Manager
Responsible For:	Kitchen Supervisor, Casual Staff
Contract Type:	Permanent, full-time
Hours of Work:	40 hours per week (excluding 30 minute daily unpaid lunch break), based on a five day working week.  Weekend work is expected with two consecutive days off allocated in the week where required. Some unsociable hours may be required at certain points in the year.
Grade:	4
Salary:	£23,486 - £26,217 subject to a pay review in August 2022. Candidates are usually expected to start on the lower end of the salary bracket.
Purpose of Role:	To work collaboratively as part of The Packhorse management team to develop and deliver excellent service provision within the venue operation.  To provide hands-on management of the food and beverage operations, and to line manage and continually develop all student staff, with emphasis on front of house service.

To provide operational support as required to all activities hosted with 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 support the diverse range of activities and events that are hosted annually by the Students' Union – with a particular focus on making campus fun.

The post holder will be influential in the delivery of high quality services for all stakeholders and will lead by example. They will ensure student staff live our values and take a role in developing the team members so that they leave the organisation as more employable individuals.

## Key Deliverables.

### Service Delivery

- Maintain an operational hands-on presence in all areas of the business, ensuring bar service production is delivered to the highest standard, during opening hours. Support the sabbatical officers in delivering activity for key liberation and underrepresented history months.
- Implement safe and efficient front of house management procedures for the venue in compliance with legislation and with regard for all stakeholders, be responsive to customer feedback to deliver the highest standards of service.
- Act as key holder for the venue, ensuring compliance with agreed security protocols and reporting processes, liaising with partner organisations as requested.
- Assist in the implementation of procedures which support the management of digital ordering platforms within the venue operation to provide efficient click & collect, delivered, or order to table services.
- 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 wet stock 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.

## **Student Groups**

- Liaise with the Marketing department to ensure all activities, events, products and promotional activity associated with The Packhorse 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 and 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.
- 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	ESSENTIAL	DESIRABLE
GCSE Maths and English or equivalent (Minimum Grade C).	X	
Personal Licence Holder.	X	
SIA Door Supervisors badge.	X	
First Aid at Work qualification.		X
Food Hygiene Level 3.		X

EXPERIENCE AND KNOWLEDGE	ESSENTIAL	DESIRABLE
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.		
An understanding of UK licensing legislation.	X	
Practical knowledge of Health & Safety legislation relating to food service premises.	X	
Knowledge and commitment to best practise 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
Working knowledge of profit and loss accounts, budget control and analysis; ability to plan and work within agreed budgets.		X

SKILLS AND ABILITIES	ESSENTIAL	DESIRABLE
Flexible, enthusiastic and positive approach to work with ability to remain calm under pressure.	X	
Able to undertake roles of Designated Premises Supervisor.		X
Strong communication skills, with the ability to communicate effectively with people at all levels; tactful, diplomatic and high standards of integrity.	X	

VALUES	ESSENTIAL	DESIRABLE
<b>Student Focused:</b> Everything we do will have the students at the heart of it.	X	
<b>High Quality:</b> Expectations are high, and we must exceed them.	X	
<b>Inclusive:</b> We will offer a diverse range of activites and services which are fulfilling and accessible.	X	
<b>Brave:</b> We should be bold and not afraid to challenge the status quo.	X	
<b>Trustworthy:</b> We will ensure that we are transparent, honest and fair in what we say and do.	X	
<b>Motivational Leadership:</b> (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](https://su.rhul.ac.uk/privacy)**.

## Equal Opportunites.

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](mailto:surecruitment@su.rhul.ac.uk)**.