

A LOT GOES ON UNDER OUR ROOF

**RH
SU**

BE A PART OF IT

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

**ROYAL
HOLLOWAY
STUDENTS'
UNION**

CONTENTS

WELCOME	3
A BIT ABOUT US	4
OUR STRATEGY	9
OUR VALUES	10
OUR STRUCTURE	11
WHY WORK FOR US?	12
CURRENT ROLES	13
ASSISTANT MANAGER - THE PACKHORSE	14
HOW TO APPLY	18
THE IDEAL CANDIDATE	19

SMILE

EAT

LAUGH

TALK

DANCE

KISS

DRINK

SHOUT

WELCOME

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.

Having grown significantly over the last 12 months, and in order for the business to continue to deliver the high standards expected, the new role of Assistant Manager has been created to increase capacity and support the current management team.

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 Max.Ross@su.rhul.ac.uk.

MAX ROSS - HEAD OF TRADING SERVICES

THE IMPORTANT HR BIT

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.

A BIT ABOUT US

3000+

STUDENTS ACTIVELY ENGAGED
WITH OUR CLUBS AND SOCIETIES

LAST YEAR WE PAID OUT
£731,481
IN STUDENT SALARIES



**EGHAM IS
OUR HOME**

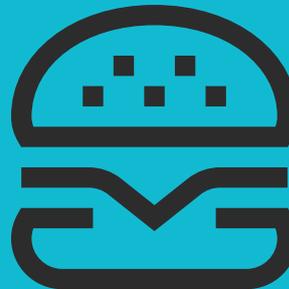
350+ STUDENT
STAFF

48 PERMANENT
STAFF

WORKING TOGETHER TO DELIVER
OUR SERVICES TO STUDENTS

28%

TURNOUT IN OUR 2018 SU ELECTIONS
A RECORD FOR THE STUDENTS' UNION



1882 BURGERS
DEVOURED IN
TOMMY'S KITCHEN
DURING FRESHERS'
FESTIVAL...

GOT BUNS, HUN.



91% OF RESPONDENTS AGREED THAT THEY WOULD
WHOLEHEARTEDLY RECOMMEND THIS ORGANISATION
AS A GOOD PLACE TO WORK*. FURTHER TO THIS:

91% OF STAFF BELIEVE THAT THE LEADERSHIP
GROUP IS TAKING US IN THE RIGHT DIRECTION.

88% TRUST AND RESPECT THE LEADERSHIP GROUP
IN THIS ORGANISATION.

88% BELIEVE THE ORGANISATION ENCOURAGES
THEM TO LEARN AND DEVELOP THEIR POTENTIAL.

91% AGREE THAT THE ORGANISATION HAS STRONG
VALUES AND OPERATES TO HIGH ETHICAL STANDARDS.

Based on a campus set in 135 acres of parkland in Egham, the Students' Union is a student-led organisation that represents all 9800 students at Royal Holloway University. The University recently achieved a silver award in the Teaching Excellence Framework outcomes; was ranked 197th in the World and 31st overall in the UK in the Times Higher Education (THE) World University Rankings 2017/18; and achieved a rating of 88% for overall student satisfaction in the 2017 National Student Survey (NSS).

Believe it or not we're actually a charity. Why does this matter? Well it means that any money 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 five full-time sabbatical officers, three student trustees and three external trustees.

The sabbatical officers and student trustees are elected each year by, and from, the student membership of the University. Sabbatical officers take a year out of their studies (or immediately after graduating) to serve as a trustee.

The President of the Union (one of the five 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

Clem Jones

Vice President Education

Jack O'Neill

Vice President Welfare and Diversity

Willow Wong

Vice President Societies and Media

Holly Hughes

Vice President Sport

Dom Brown

Student Trustees

Priyanga Sivagnanam

Marco Benedettelli

Jordan Robins

External Trustees

Fang Wei

Kirsten Daswani

Andrew McMenamin

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 & Business Reporting.

We employ a full-time team of 45 permanent staff and approximately 350 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

After a bit of a shake up we now have four distinct departments: Membership, Support and Engagement; Trading Services; Marketing & Communications and Finance & Business Reporting.

MEMBERSHIP, SUPPORT AND ENGAGEMENT

Forming the backbone of the organisation, Membership Support and Engagement includes Student Opportunities, Student Voice, Advice, HR 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 150+ staff make sure the drinks keep flowing on our regular club nights which see 1200 students descend on the SU twice a week.

FINANCE AND BUSINESS REPORTING

This department is responsible for processing the £5 million annual turnover that the organisation generates, ensuring we remain on a stable financial footing.

MARKETING AND COMMUNICATIONS

Getting our message out to our members in the spaces 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.



EXAMPLE PERFORMING LIVE AT SUMMER BALL 2016

OUR STRATEGY

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

Having been launched in 2016, our strategic plan runs for the next two years and focuses on delivering 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 www.su.rhul.ac.uk/upgrade

OUR VALUES

We have five values that people across the organisation share. They represent the expectations we have for ourselves and each other, and 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 and adapt accordingly.

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.

OUR STRUCTURE

The Students' Union reorganised in the summer of 2016 to better align our staffing structure to deliver our new strategic plan. 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: **Tom Flynn**

Head of Trading Services (Deputy CEO): **Max Ross**

Head of Membership Support & Engagement: **Abi Jesson**

Head of Finance & Business Reporting: **Rob Scully**

Head of Marketing & Communications: **Michael Bailey**

*Chart shows permanent staff only



CHIEF EXECUTIVE.
Tom Flynn



TRADING SERVICES.
Max Ross

>> Venues.

Licensed Trade Manager
Venue Operations Manager x 2
Assistant Venue Operations Manager
Trading Services Coordinator
Tommy's Kitchen Chef
Graduate Management Trainee (Tommy's)
Head Door Supervisor

>> The Packhorse.

The Packhorse Manager
The Packhorse Deputy Manager
The Packhorse Assistant Manager
The Packhorse Chef
Kitchen Supervisors x 2

>> Technical.

Venue Technician

>> Retail.

Union Shop Manager
Union Shop Deputy Manager x 2
Union Shop Assistant Manager
Administration Coordinator
Retail Assistant

>> Premises.

Facilities and Maintenance Assistant



MEMBERSHIP SUPPORT AND ENGAGEMENT.
Abi Jesson

>> Student Voice.

Student Voice Manager
Senior Academic Representation Coordinator
Course Rep Coordinator
Student Support Advisor (Housing)
Advisor (Academic)

>> Student Opportunities.

Student Opportunities Manager
Sports Clubs Coordinator
Societies and Media Groups Coordinator
Events and Give It A Go Coordinator
Helpdesk Coordinator
Administration Assistant

>> Human Resources.

HR Manager
HR Assistant



FINANCE AND BUSINESS REPORTING.
Vacant

>> Finance.

Finance Operations Manager
Finance Coordinator
Finance Assistant



MARKETING AND COMMUNICATIONS.
Michael Bailey

>> Communications.

Communications Manager
Communications Coordinator
Campaigns and Comms Coordinator

>> Digital and Design.

Senior Design Coordinator
Graphic & Web Designer

>> Advertising and Sales.

Advertising and Media Sales Coordinator

WHY WORK WITH US?



YOU'LL MAKE A DIFFERENCE

You'll directly help shape what we do and how we do it. Directly impacting on the experience of 10,000+ students.

WE'RE FLEXIBLE

We understand that life isn't 9-5 and we'll always look at how we can adapt to best meet your needs.

YOU'LL BE LOOKED AFTER

We offer 37* days of annual leave, reduced gym membership, life assurance and an optional stakeholder pension scheme. And that's not all - you'll also get 1pm finishes on Fridays during summer, tickets to our annual Summer Ball, and you'll get your birthday off. Lovely stuff.

IT'S GREAT FUN

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 get that work/play balance.

THAT'S NOT ALL:

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.

*22 DAYS CONTRACTUAL ANNUAL LEAVE (RISING BY ONE DAY UPON EACH COMPLETE YEAR OF SERVICE TO A MAXIMUM OF 27 DAYS), PLUS BANK HOLIDAYS AND 7 DISCRETIONARY DAYS OF LEAVE (USUALLY AT CHRISTMAS WHEN THE OFFICE IS CLOSED).

CURRENT ROLES

Over the next few pages are the details of the position we're currently recruiting:

- Assistant Manager - The Packhorse

When you're confident the role is perfect for you, head over to our recruitment portal at su.rhul.ac.uk/jobs and fill in the online application. We do everything online and don't accept paper applications or CVs - this applies to email as well - so keep that in mind before you send anything off. If you're unsure about things you can email us at surecruitment@su.rhul.ac.uk with any questions.

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 1998. This will be done after an offer of employment is made.

DATA PROTECTION WHEN APPLYING FOR A ROLE

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.

ASSISTANT MANAGER THE PACKHORSE

We're looking for an exceptional individual who can provide hands on management of our venue operation. They'll be responsible for line managing and developing our student staff team while also providing operational support to events and activities hosted within The Packhorse.

Department: Trading Services

Team: The Packhorse

Responsible To: The Packhorse Manager

Contract: Permanent, full-time

Hours of Work: 40 hours per week (excluding 30 minute unpaid lunch break) averaged over 52 weeks, and managed through annualised hours.

Grade: 4

Salary: £21,136 - £23,933 (incl. of London Weighting)
Candidates are usually expected to commence employment at the entry point of the pay grade.

KEY RESPONSIBILITIES

1.SERVICE DELIVERY

Management

- Maintain an operational 'hands-on' presence during opening hours.
- Take overall management responsibility as required, maintaining excellent customer service standards and ensuring optimum product quality at all times.
- Implement safe and efficient operational procedures for The Packhorse, with regards to both staff and customers.
- Ensure that the conditions of the licence are observed at all times, and that operations are compliant with legislation and operational policies,
- Be a key holder and alarm call out respondent for The Packhorse, implementing effective lock up procedures and managing alarm activation processes.
- Support The Packhorse team in the coordination and delivery of functions and projects as required.
- Implement promotional and marketing campaigns as required to increase footfall at venue events and to drive retail sales.

Stock Control

- Monitor and manage stock control in line with policy, assist auditors as required, maintain reporting procedures and ensure appropriate rotation of stock.
- Ensure all products are stored correctly, temperature controls and records monitored, and all deliveries are checked and correct.
- Ensure all storage areas and back office areas are maintained in a safe, hygienic and tidy state.
- Ensure that all legislation and best practice relevant to the storage of food & beverage products is adhered to and records maintained.
- Minimise any loss through the close supervision of staff and customers, complete line checks and ensure the secure storage of stock and sundries is maintained.

Health and Safety

- Understand and comply with the Students' Union Health & Safety policy, and ensure that safe working practices are being adhered to by all staff under your supervision.
- Ensure that all operational areas are kept clean and tidy in compliance with legislation

- Co-operate with external auditors as required.
- As directed ensure that all equipment is adequately maintained, cleaned and serviced; and that all staff receive appropriate and adequate training in their use.
- Ensure that the integrity of all machines, equipment, furniture and all other SU property is maintained on a daily basis. All incidents of damage, breakdowns or vandalism should be recorded and reported. Remedial action should be taken where appropriate.
- Ensure that safety and security procedures are adhered to whilst on duty and that accurate records are kept of equipment checks, Health & Safety checks, incident reports and briefings/debriefings whilst on duty.

2. FINANCE, ADMINISTRATION AND BUSINESS INFORMATION REPORTING

- Ensure compliance with the RHSU Financial policy, Purchase Order policy and Cash Control policy.
- Ensure that the float, takings and receipts are reconciled daily; that all reconciled takings are banked in accordance with instruction from RHSU Finance; and all discrepancies are fully investigated and reported to The Packhorse Manager.
- Ensure all management reports are completed in a timely manner, accurately, and distributed within the Trading Services team.
- Utilise HR tools to monitor and maintain accurate records of RHSU staff hours worked
- Assist with general enquiries and ensure all queries are dealt with promptly, courteously and efficiently.
- Work within the organisation-wide approach to impact reporting, utilising technology to capture performance.

3. STAFF MANAGEMENT

- Ensure that a hands on presence is maintained and constantly monitor and appraise staff performance. Lead from the front in the delivery of service standards whilst on duty, motivating and encouraging staff to fulfil their contractual obligations.
- Engage with the Students' Union HR policy, implementing procedures and tools to support the continuous development of staff and participate in the recruitment process for casual staff.
- Assist in the management of staff rotas to ensure sufficient staff to deliver service standards and manage contracted hours.
- When on duty support the implementation of the Students' Union Disciplinary and Grievance Procedure for both permanent and casual staff by immediately seeking

advice from The Packhorse Manager, Licensed Trade Manager or the Head of Trading Services and during office hours the HR Advisor.

- To assist in recognising training issues/failings and to assist in rectifying any omissions or update outmoded working practices, implement and deliver coaching sessions as required.
- Take ownership for personal development and undertake any training necessary for the efficient operation of The Packhorse.

4. LINE MANAGEMENT RESPONSIBILITIES

Successful candidates will join the organisation as an Assistant Manager. Staff members working at this level are expected to:

- Manage people and activities in line with our values.
- Use digital technology to continually improve the services we deliver.
- Use data to make objective decisions and manage performance.
- Work with colleagues to identify additional revenue streams and ways to reduce costs that can fund the further development of the Students' Union.
- Take responsibility for health and safety within their teams.

Ultimately our Assistant Managers are accountable for the delivery of work within their teams, pursuant to the Students' Union's mission to make student life better at Royal Holloway.

5. GENERAL DATA PROTECTION REGULATIONS

All members of staff across the organisation are expected to understand the impact of data protection on their area of expertise and this may extend to:

- Ensuring organisational activities are designed and delivered in a compliant way.
- Ensure General Data Protection Regulations are considered when making organisational planning decisions including, but not limited to, access to the data, the timeframe it is required to be held, the need for data to be collected and the required compliance notices that need to be developed.
- Be aware of wider developments in the data protection and privacy arena in EU, UK and ensure these are taken into account. Within marketing and communications a particular focus needs to be given to the Privacy and Electronic Communications Regulations.

6. GENERAL DUTIES AND RESPONSIBILITIES

The post-holder shall:

- Adhere to RHSU's Equality and Diversity Policy and demonstrate commitment to the progression of such policy within RHSU.
- Work in a safe manner, seeking to minimise hazards to ensure the safety of other staff and customers, and reporting safety hazards to the line manager (any significant hazards to be reported to the CEO).
- Attend meetings and training events as required.
- Comply with the Constitution, policies and procedures of RHSU at all times.
- Have a flexible approach to duties and work and, in particular, adopt a teamwork style across the departments and activities of RHSU. This may involve undertaking duties in support of the activities and services of other departments, but will not involve relocation into other offices.
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested after appropriate consultation and joint agreement.

The job description is current at November 2018 and should be reviewed annually. It outlines the main duties of the position and is designed for the benefit of both the post holder and the Students' Union in understanding the prime functions of the post. It should not be regarded as an exclusive or exhaustive statement of an individual's duties and responsibilities.

HOW TO APPLY

Applying for a role is really easy. Simply head over to su.rhul.ac.uk/jobs and choose the role you'd like to apply for and fill in the online application form.

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're unsure about anything at all or have any questions you can email us at surecruitment@su.rhul.ac.uk.

THE IDEAL CANDIDATE

EDUCATION AND TRAINING

ESSENTIAL DESIRABLE

	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

EXPERIENCE

Evidence of successfully working in a supervisory role in a bar, catering or hospitality environment.	X	
Operational shift management experience in a bar, catering or hospitality environment.	X	
Operational shift management experience for corporate events and conferences.		X
Experience of EPOS systems with an understanding of and commitment to stock management protocols.	X	
Experience of working within 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, ABILITIES AND KNOWLEDGE

An understanding of UK Licensing Legislation and practical knowledge of the application of the legislation.	X	
Knowledge and commitment to best practise with regards stock control and cash security.	X	
Understanding of national Students' Union licensed trade activity and modern service delivery.		X
Understanding of employment legislation and procedures.		X
Able to undertake roles of Designated Premises Supervisor / Club Premises Supervisor.	X	
An effective communicator with the ability to lead, empower and engage others.	X	
Flexible, enthusiastic and positive approach to work with ability to remain calm under pressure.	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 we are transparent, honest and fair in what we say and do	X

Our values are really important to us. In fact, we're really keen to hear about times you've demonstrated any of the above traits so keep that in mind when writing your application.