

A LOT GOES ON UNDER OUR ROOF

**RH
SU**

BE A PART OF IT

**RECRUITMENT PACK:
DUTY MANAGER**

**ROYAL
HOLLOWAY
STUDENTS'
UNION**

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.

In the last year we've continued to develop our work in ensuring campus is a fun place to be with over 400 events taking place in our venues during the academic year.

Delivering this volume of events across our three venues - which includes a 1400 capacity nightclub alongside smaller 800 and 250 capacity bars - requires a significant amount of work.

Having already recently invested in an Assistant Venue Operations Manager, we are now recruiting for a new part-time role of Duty Manager to assist our two Venue Operations Managers to provide hands-on management of the Students' Union's licensed venues.

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, please contact Danny Taylor using the details below.

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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 (pro-rata for part-time).

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.

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 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.

A little 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

400+

 STUDENT STAFF

50

 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 THE 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.

*In our most recent all staff survey, conducted in February 2017 and achieving a 60% response rate

Duty Manager.

Department:	Trading Services
Team:	Venues
Responsible To:	Venue Operations Manager (Ents & Events) Venue Operations Manager (Food & Beverage)
Responsible For:	Student Staff (as required) Student Supervisors (as required)
Contract Type:	Part-time, permanent
Hours of Work:	30 hours per week (approx. four shifts) for 36 weeks (covering the University term dates) per year: Mid-September - Mid-December (14 weeks) January - early April (13 weeks) Late April - mid-June (9 weeks)
Grade:	C
Hourly rate of pay:	£12,914 per annum (including London Weighting). This is pro-rata the full-time salary of £19,419, and equivalent to £11.96 per hour. The post-holder will have the choice whether this is paid in 12 equal instalments across the year, or monthly in accordance with hours worked.
Purpose of Role:	To provide hands-on management of the Students' Union's licensed venues, supervising the work of part-time staff as required.
Strategic Alignment:	The role will make a contribution to the strategic aim 'making campus fun' through the high quality operation of our venues.

Key Deliverables.

Operational & Strategic Management

- Share responsibility for the operation of the Union Venues with the Venues 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.
- Maintain an operational hands-on presence during opening hours, taking overall management responsibility as required, maintaining excellent customer service standards and ensuring optimum service quality at all times.

Stock Ordering & Management

- Assist in the monitoring and management of stock in line with policy, working with auditors as required, and ensuring appropriate rotation of stock.
- Manage the operation of the stock areas, ensuring high standards of organisation, cleanliness and health and safety are in place at all times.

Staff Management

- Monitor and control staff performance when on shift, leading from the front in the delivery of service standards whilst on duty.

Staff & Financial Responsibilities.

- Assist in the recruitment and induction of student 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.
- Assist the team in managing a turnover budget of c£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.

EDUCATION AND TRAINING

ESSENTIAL DESIRABLE

GCSE Maths and English (grade C).

X

EXPERIENCE AND KNOWLEDGE

Experience of leading a team within a customer service (preferably licensed retail or hospitality) environment.

X

Knowledge of the licensed retail sector, and a number of the key operational requirements of running successful venues.

X

Experience of rota management, setting and controlling working patterns against an agreed budget.

X

SKILLS AND ABILITIES

An ability to build relationships with, and motivate individuals from a diverse range of backgrounds.

X

Strong attention to detail, with logical approach to project/task management.

X

High levels of customer service, with an ability to engage individuals proactively and positively.

X

High levels of computer literacy, with an ability to learn new systems quickly and teach others in their use.

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

We're a values-led organisation, which means we're keen to attract applicants who share our priorities. We're eager to hear about times when you've demonstrated any of our five values listed above.

The job description in this pack is current at April 2019 and should be reviewed annually. They outline the main duties of the position and are designed for the benefit of both the post holder and the Students' Union in understanding the prime functions of the post. They should not be regarded as an exclusive or exhaustive statement of an individual's duties and responsibilities.

Next Steps.

Simply head over to su.rhul.ac.uk/jobs, choose 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 1998. 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