

A LOT GOES ON UNDER OUR ROOF

RH SU

BE A PART OF IT

**RECRUITMENT PACK:
THE PACKHORSE CHEF**

**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. Gone are the old-fashioned views of Unions being dingy pubs with cheap lager, replaced instead with professional, strategically focused organisations that strive to deliver positive change for their members.

As a senior management team, we're proud to work alongside an exceptionally talented group of individuals who care passionately about their work. This passion and drive has allowed us to transform Royal Holloway Students' Union, over the last five years, doubling its turnover, rebranding the organisation and growing the size of our staff team.

Instrumental to this has been the success of our Trading Services, which have grown to provide a balanced estate for the organisation. The last 18 months has been extremely challenging for everyone, however the organisation has worked hard to ensure that it is best placed to continue to make life better for students here at Royal Holloway.

The Packhorse is a modern community pub located on the A30 adjacent to the Royal Holloway campus, and provides a premium offer to all members of the wider community. Since opening in 2017 the pub has been consistently busy and is regarded as one of the area's most popular venues, serving great value food and drink throughout the day.

Our chef has made the decision to leave and further



their career, which leaves us with a vacancy to fill within our kitchen team. That's where you come in.

You will be joining an enthusiastic, entrepreneurial and passionate team that delivers high quality services, huge events and has values at the core of all their work. Sound good? Well read on then.

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

Max Ross

Joint Interim Chief Executive / Head of Trading Services

Contents.

02 WELCOME.

04 BENEFITS.

08 A BIT ABOUT US.

12 OUR STRATEGY.

13 OUR VALUES.

14 OUR STRUCTURE.

16 THE ROLE.

19 PERSON SPECIFICATION.

20 NEXT STEPS.

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 as we give you discretionary days over the festive period when we close the pub. 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 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 bit about us.

The Students' Union is a student-led organisation that represents 10,000 plus students at Royal Holloway University. The activities and services we offer are really wide-ranging and include things like supporting c.110 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 your social life on campus.

Believe it or not we're actually a charity. 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 Parsons
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 & Business Reporting.

We employ a full-time team of 50 permanent staff and approximately 450 casual student staff.

Our finances.

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

We represent students.

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

Our services.

We're pretty active across campus supporting over 130 sports clubs and societies, representing students and their views, running our independent advice centre, serving up burgers

in Tommy's Kitchen, hosting events across Medicine and the main SU building and providing a convenient place to shop for groceries.

Our departments.

We have four distinct departments: Membership, 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 our annual elections 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 business reporting.

This department is responsible for processing the £6 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.

Our strategy.

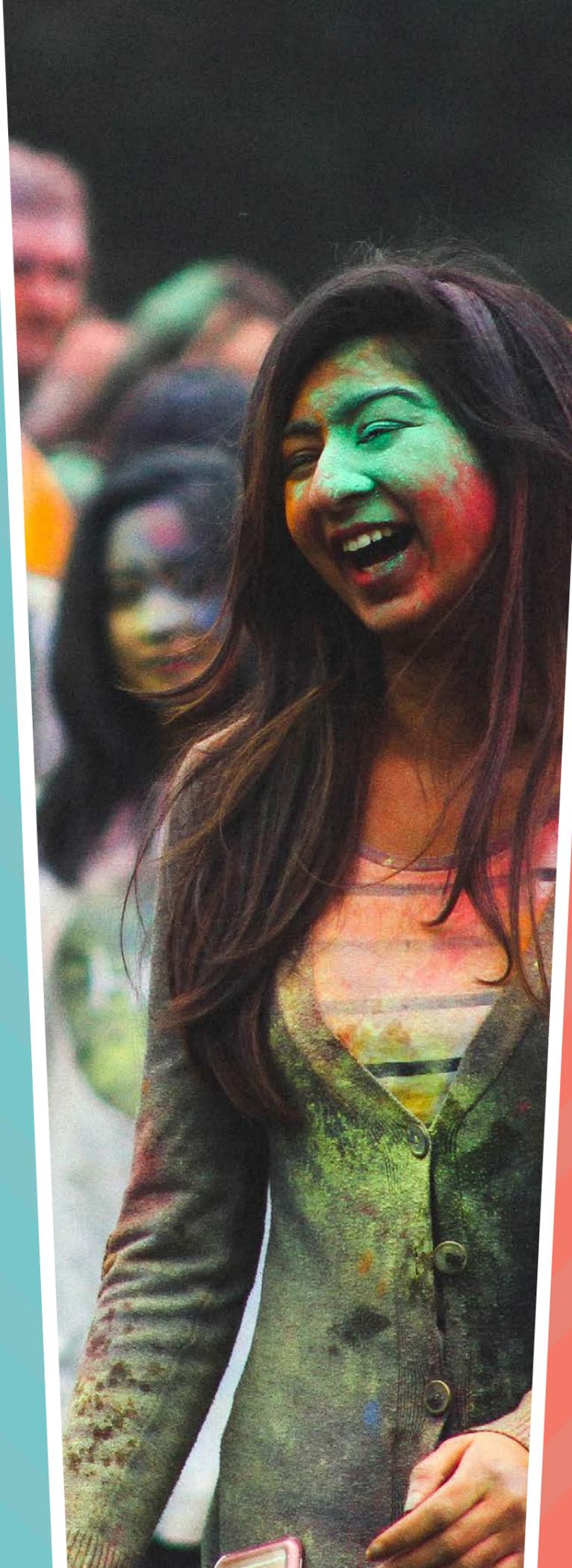
Our mission is simple: **we're here to make student life better at Royal Holloway.**

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 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



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.

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 Co-Chief Executives: **Max Ross & Abi Jesson**

Head of Trading Services: **Max Ross**

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

Head of Finance & Business Reporting: **Katie Marriner**

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

*Chart shows permanent staff only



CO-INTERIM CHIEF EXECUTIVE.
Abi Jesson & Max Ross



TRADING SERVICES.
Max Ross

- >> Venues.**
Licenced Trade Manager
Venue Operations Manager x2
Assistant Venue Operations Manager x2
Trading Services Coordinator
Tommy's Kitchen Chef
Venue Duty Manager x1

- >> The Packhorse.**
The Packhorse Manager
The Packhorse Deputy Manager
The Packhorse Assistant Manager
Kitchen Supervisor

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

- >> Premises.**
Facilities and Maintenance Assistant



MEMBERSHIP SUPPORT AND ENGAGEMENT.
Abi Jesson

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

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

- >> Student Opportunities.**
Student Opportunities Manager
Senior Development Coordinator
Events and Give It A Go Coordinator
Helpdesk Coordinator
Societies Administration Assistant
Sport Administration Assistant

- >> Human Resources.**
HR Manager (vacant)
HR Coordinator
HR & Recruitment Coordinator



FINANCE AND BUSINESS REPORTING.
Katie Marriner

- >> Finance.**
Financial Controller
Finance Coordinator
Finance Assistant



MARKETING AND COMMUNICATIONS.
Michael Bailey

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

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

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

A LITTLE BIT ABOUT US.

£737,487

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

WHICH HELPED US TURNOVER
£6 MILLION
(QUITE A LOT OF MONEY)

OUR TEAM IS MADE UP OF

450

STUDENT STAFF

50

PERMANENT STAFF

WE SPENT

£1.6 MILLION

DELIVERING OUR CHARITABLE SERVICES, ACTIVITIES AND REPRESENTATION FOR STUDENTS

OUR 2019 STAFF SURVEY FOUND:

89%

WOULD RECOMMEND THIS ORGANISATION AS A GOOD PLACE TO WORK

96%

AGREE THAT COLLEAGUES TRUST AND RESPECT EACH OTHER

100%

AGREE THEY ARE TREATED WITH FAIRNESS, RESPECT AND DIGNITY AT WORK

93%

AGREE THEIR MANAGER TRUSTS AND RESPECTS THEM

93%

BELIEVE THAT THE LEADERSHIP GROUP ARE TAKING US IN THE RIGHT DIRECTION

The Packhorse Chef

Department:	Trading Services
Team:	Licensed Trade
Responsible To:	The Packhorse Assistant Manager
Responsible For:	Casual Staff
Contract Type:	Permanent, Full Time
Hours of Work:	<p>40 hours per week (excluding 30 minute daily unpaid lunch break), based on a five day working week.</p> <p>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.</p>
Grade:	3
Salary:	£20,319 - £22,681. Candidates are usually expected to start on the lower end of the salary bracket.
Purpose of Role:	<p>To work collaboratively with the management team to develop and deliver a consistently high quality food service operation within the venue.</p> <p>To prepare food for serving to customers with attention to high standards of presentation, quality and portion control.</p> <p>To assist the management team in the development of menus and event catering provisions in line with organisational budget and policy, industry best practice and legislative requirements.</p>
Strategic Alignment:	<p>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.</p> <p>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.</p>

Key Deliverables.

Kitchen Management

- Lead on the preparation of food within the kitchen for service to customers, ensure all food production and storage areas are maintained to the highest standards, and support the daily operational control of the kitchen.
- Liaise with the front of house service team to respond to customer feedback, and to ensure the highest standards of customer care are delivered at all times.
- Ensure compliance with food hygiene legislation, keeping up to date with amendments in legislation and being accountable for the implementation of HACCP systems within all kitchen areas.
- Assist in the delivery of all requirements for private bookings, conferences and other events within 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 that all legislation relevant to the delivery & storage of food or sundries is adhered to and appropriate records kept, monitor stock control procedures and line checks; assist external auditors as required.
- Support the management team in the development of recipes, ensuring that agreed portion control measures are implemented, and monitoring adherence to agreed measures.

Business Development

- Make recommendations to the management team regarding product range, pricing policy and promotional activity.
- Review the provenance of all food supplied, maintaining a focus on sustainability and local sourcing.
- Assist in the implementation of procedures which support the delivery of digital ordering platforms within the venue operation to provide efficient Click & Collect, Delivered or Order to table services.

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 c£227K (food), 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 / Grade 4)	X	
Level 2 Catering Qualification – City & Guilds, NVQ or equivalent	X	
Level 3 Catering Qualification – City & Guilds, NVQ or equivalent		X
Food Hygiene – Level 3	X	
First Aid at Work qualification		X

EXPERIENCE AND KNOWLEDGE

Experience of working in a busy kitchen environment within high street restaurants or licensed retail operations	X	
Evidence of supervising kitchen operations in a high street, contract or hospitality environment	X	
Experience of menu development, and compliance with branded food specification documents.		X
Experience of coaching and developing staff to become a high performing team within a catering environment		X

SKILLS AND ABILITIES

Have a good understanding of HACCP and COSHH	X	
Knowledge and commitment to best practise with regards stock management and security.	X	
Understanding of varied dietary requirements, the production and delivery of dietary requirements in a diverse environment	X	
Understanding of menu development including costing and portion control		X
Self- reliant with ability to work without close supervision and use own initiative	X	
Operationally focussed with good attention to detail	X	
Flexible, enthusiastic and positive approach to work with ability to remain calm under pressure	X	

VALUES

We're a values-led organisation, which means we're keen to attract applicants who share our priorities.

We're keen to hear about times you've demonstrated the following:

Student Focused: everything we do will have students at the heart of it.	X
High Quality: your 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

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 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.