

A LOT GOES ON UNDER OUR ROOF

**RH
SU**

BE A PART OF IT

**RECRUITMENT PACK:
VENUE OPERATIONS MANAGER
(FOOD & BEVERAGE)**

**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, doubling its turnover, rebranding the organisation and increasing 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.

We have multiple outlets which provide a balanced portfolio across our estate, and support a diverse social calendar of student planned activities and headline events. The Students' Union Building is home to Tommy's Kitchen, our main campus based food outlet, and the SU Venue, our 1500 capacity late night event space. We have a multi-functional event space in the heart of the campus, Medicine, which supports a wide range of activities and events.



The Packhorse is our modern community pub located on the A30 between the Main Campus and Halls of Residence, and provides a premium offer to all members of the wider community.

By downloading this pack you've taken the first steps towards joining the team and you couldn't have timed it better as we look to take the opportunity to drive our operations on to reach new heights.

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

Chief Executive / Head of Trading Services

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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.

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.

£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

Venue Operations Manager (F&B).

Department:	Trading Services
Team:	Licensed Trade
Responsible To:	Licensed Trade Manager
Responsible For:	Assistant Venue Operations Manager (Tommy's Kitchen), Chef (Tommy's Kitchen), Duty Managers, Bar and Security Staff, Sub-Contractor Staff
Contract Type:	Permanent
Hours of Work:	35 hours per week (excluding unpaid lunch break) averaged over 52 weeks. Term 1 and Term 2 will require increased hours per week (but not more than 48 hours over a 17 week reference period). In Term 3 the hours will significantly decrease.
Grade:	5
Salary:	£27,148 – £30,304, candidates are usually expected to commence employment at the entry point of the pay grade.
Purpose of Role:	<p>To work collaboratively with the Trading Services management team to develop and deliver exceptional service provision within the Students' Union campus venues.</p> <p>To provide operational leadership and hands on management, to line manage and continually develop all staff working within the venues.</p>

To develop, implement and maintain exceptional standards of service, hygiene and professionalism across all aspects of the Students' Union Food & Beverage operations.

To develop the food, drink and hospitality provision of all Students' Union campus outlets with the key aim of driving sales, maximising profitability and improving customer experience.

Strategic Alignment: The role will make a contribution to *Making your campus fun” by supporting the diverse range of activities and events that are hosted annually by RHSU.

The post holder will be influential in the delivery of high quality services for all stakeholders, provide leadership for members who are “Making themselves more employable”.

Key Deliverables.

Service Delivery

- In partnership with the Operations Manager (Entertainment & Events) agree operational rotas and provide a 'hands-on' presence at each campus venue during opening hours as required. Work as part of the late night management rota, as agreed with the Licensed Trade Manager, and in partnership with other Venue Operations Managers (minimum expectation two shifts per week).
- Develop, implement and monitor safe and efficient operational procedures for all RHSU food and beverage operations, with regard to both staff and customers, in compliance with RHSU policies and legislation.
- Responsible for the operations of all RHSU campus based food and beverage outlets, creation and development of food menus (both outlet and hospitality), product ranging for all bars, promotional activities and calendars.
- Work in partnership with the Licensed Trade Manager and the Venue Operations Manager (Entertainment & Events) on the coordination of special functions and projects as required and support the management of operational trading areas at large scale events.

Stock Control

- Ensure that accurate and efficient stock control procedures are implemented within all RHSU campus based food & beverage operations, records maintained and information provided on request to both internal and external auditors. Deliveries accurately recorded, checked and stored with strict adherence to FIFO and compliance with HACCP.
- Regularly review and monitor sales, make changes to menus and promotions to ensure stock loss is mitigated. Ensure all recipes are maintained, reviewed and all staff are appropriately trained to deliver consistent high quality product to specifications.
- Responsible for the implementation of ordering processes across RHSU campus based food and beverage outlets in compliance with RHSU policies. Bulk orders from trade events to be agreed with the Senior Management Team in advance, and with due consideration for trading patterns.

Business Development

- Engage with the NUS purchasing consortium and develop supplier partnerships, both local and national, which allow for the continuous improvement of menus, diversification of product range, and the development of new revenue streams.
- Liaise with the Venue Operations Manager (Entertainment & Events) to develop cohesive hospitality packages which support the promotion of RHSU campus outlets as private hire venues.
- Liaise with the Marketing team to ensure all RHSU food and beverage outlets are effectively promoted, online platforms are up to date, promotional activity communicated via social media, and new concept design supported.
- Work with the wider licensed trade team to identify and develop opportunities to diversify income streams from food & beverage operations.

Staff and Financial Responsibilities.

- Recruit, induct and train staff within the organisation as appropriate.
- Manage team members in line with the organisation's policies and procedures, supporting them to grow personally and professionally.
- Manage the venues F&B revenue budgets of circa £1.2 million 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	
Educated to degree level or equivalent (hospitality preferred).		X
Personal Licence Holder.	X	
SIA Door Supervisor Licence.	X	
First Aid at Work qualification.	X	
IOSH Managing Safely.		X
Level 3 Food Hygiene.	X	
Train the Trainer qualification or equivalent.		X

EXPERIENCE AND KNOWLEDGE

Significant experience leading licensed retail or restaurant operations in a high volume environment.	X	
Experience in an operational management role in a licensed retail, restaurant or hospitality environment.	X	
Evidence of continual personal/professional development.		X
Experience of menu or product development in a high volume environment.		X
Experience of successfully planning and delivering events within a high volume social environment, with evidence of effective marketing and promotions.		X
Experience of EPOS systems + a proven understanding of and commitment to stock management protocols	X	
Experience of recruiting, managing and developing a team of staff to support a culture that meets the needs of, and engages with, members, staff and stakeholders in a high performing environment.	X	

SKILLS AND ABILITIES

A thorough understanding of UK Licensing Legislation, Food Hygiene requirements and practical knowledge of Health & Safety legislation relating to licensed premises.	X	
Knowledge and commitment to best practice with regards stock management and security.	X	
Understanding of national students' union licensed and hospitality trade activity and modern service delivery.	X	
Understanding of financial processes, annual budgeting and ability to scrutinise expenditure to achieve efficiencies in performance.	X	
Able to undertake role of Designated Premises Supervisor.	X	
Evidence of driving excellence both in standards and customer satisfaction within food trading, bar and entertainment provision.	X	
Sound judgement and ability to think corporately and strategically; ability to handle competing priorities and make informed decisions.	X	
Thorough understanding of profit and loss accounting, budget setting and analysis; ability to develop budgets and identify key performance indicators.	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
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	

BONUS ATTRIBUTE

Motivational Leadership: Actively leads, establishes expectations, accountabilities, purpose and vision, creating an environment where others can achieve optimal performance.	X	
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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 July 2021 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, 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 Opportunitites.

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.