



Job Title	Venue Manager
Reporting to	Bars Manager
Place of Work	YUSU Commercial Services
Salary	£20,000 - £23,000 depending on experience

Purpose of Role

To assist the operational running/managing of the bar and ensure that staff are fulfilling their duties to the best of their ability:

- To provide excellent customer service,
- To maintain high standards of hygiene, health and safety.
- Ensure high standards and efficiency of work
- Maintain strict stock and financial control (including end of day cashing up)
- Ensure robust securing of venue
- Manage the venue team to ensure the smooth operation of the venue.
- Working to retain our current customers and attract new ones.

Supervise the smooth running of the bar

- Ensure that your venue is open on time and that it is ready for business.
- Ensure excellent front of house service, allocate and support staff throughout the shift to maintain speed of service and cleanliness of venue.
- Keep staff busy and productive at all times.
- Ensure staff meet the standards of the bars, addressing and correcting bad practice where need be.
- Maintain back of house and cellars to a high standard.
- Liaise on shift with Lead/Supervisor Chef to resolve problems and ensure great service.
- Complete daily paperwork to ensure the safe running of the venues, and for those standards to be monitored and maintained throughout the shift.
- Pre-empt and actively responding to problems that arise and keeping management up to date.
- Ensure your venue closes on time, end of day jobs completed to a high standard, staff are signed off promptly, all back and front of house areas

checked and secured and that venue are in excellent order for the next day's service.

- To actively maintain all areas within your remit, i.e. toilets, general corridors around venues, smoking area.
- Assist in cash handling procedures as required

Stock & Financial Control

Provide supervision and assist in the timely and accurate completion of tasks in relation to the following;

- Tills; this will include but not limited to;
 - To follow all Till and Cashing up procedures and ensure all staff are following these correctly.
 - Cashing up at the end of service and ensuring the accurate recording of the day's take.
- Ensure stock rotation is applied when storing deliveries and that the correct storage method is applied to each product.
- Display stock levels should be monitored throughout your shift and replenished as required.
- Recording any wastage
- Assist and conduct stock takes as and when needed.
- Record morning safe/till amounts and act accordingly.

Staff Training and Management

- Assist in induction days as required
- Monitor new staff and assist with on the job training where applicable
- Report back to the manager any areas where refresher training may be needed
- Help coach and bring staff through.

Health & Safety

- Ensure high standards of health and safety are maintained at all times
- Complete/monitor required cleaning tasks in accordance with the Bar's daily and weekly tasks sheet, ensuring the work has been completed to a high standard.
- Ensure the storage areas are kept in a clean, tidy and safe condition.
- Ensure any faults or problems with equipment and the venue are reported.
- Work in a way that minimises risks to the health and safety and security of self and others.
- Ensure all cleaning products and any other substance that could cause a health risk is used according to the data sheet contained within the C.O.S.H.H folder for the venue
- To have a full understanding of the fire evacuation procedures for the Venue.

Legislation & Company Policy

- To have an understanding of licensing and its implementation within your duties.
- To understand and actively support all company policies relevant to your role, including Green Impact and Good Night Out Campaign.

General Notes

- The principle roles and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.
- Staff are required to have a Personal Development plan and to participate in training, meetings or conference considered relevant to their job. Staff must carry out their duties with full regard to the rules policies and procedures and conditions of service contained in the staff information guide
- A condition of the employment is that all staff are expected to assist in key events throughout the year e.g. Freshers Fair, Student Balls, University open days and any other key events, including elections if necessary. Staff are expected to portray a positive image both internally and externally of the Students' Union by displaying standards of service integrity, punctuality, politeness and professionalism.
- To abide by YUSU constitutions and policies.
- To work within, promote and uphold the student-led and democratic ethos of the Students' Union.
- **YUSU envisages that this post will develop through time and that the post-holder is expected to be proactive in pursuing these changes.**



Assistant Venue Manager - Person Specification

	Essential	Desirable
Qualifications		
Good Education general	X	
Appropriate Management/ Professional Qualification		X
Food Hygiene Level 2		X
First aid certificate		X
Personal License Holder		X
Appropriate Health & Safety Qualification		X
Experience		
Management and/or supervisory experience in a high volume licensed trade outlet	X	
Management or supervisory experience of a busy kitchen		X
Management of a team of staff	X	
Management of stock and cash	X	
Using EPOS systems	X	
Training Delivery	x	
Knowledge		
Licensed Trade retail trends	X	
Health & Safety, COSHH and First Aid legislation and best practice	X	
Best practice with regard to stocktaking & cash security		X
Awareness of food hygiene practices and high standards within a kitchen.		X
Skills		
Good IT skills, in particular Microsoft Office suite including word, excel and PowerPoint	X	

Leadership	X	
Communication skills (written & oral)	X	
<u>Values/attitudes</u>		
Commitment to Equal Opportunities	X	
Commitment to working in a democratic environment	X	
Flexible approach to working hours available to work late evenings	X	
Commitment to excellence in customer care	X	