



**HASU** | **BARS**

**WORK WITH US**

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**HASU VENUE MANAGER -  
RECRUITMENT PACK**

# WELCOME

Dear Candidate,

Thank you for your interest in joining the Students' Union at Harper Adams University. Please take the time to read all the information in this recruitment pack and if you have any further questions, please send the following member of staff an email to arrange a convenient time for an informal discussion with the incoming Union Director:

Sarah-Jane Etherington  
[sjetherington@harper-adams.ac.uk](mailto:sjetherington@harper-adams.ac.uk)

Over the past year the organisation has undergone a number of significant positive changes. We are in the process of building a new strategic plan to set out what we want to achieve in the coming years. We have been through a full organisational review, professionalising how our organisation should run and we have taken over the full-time management of staff within venues.

Our venues are at the heart of our ambition to provide an outstanding student experience and are an opportunity to help us to generate new income streams to support our broader aims and objectives. We're looking for an ambitious, creative and hard working venue manager with a proven track record of generating income. We believe that this role provides a great opportunity for an experienced venue manager who can help us to grow and develop our services. The role itself will see the successful candidate managing our nightclub venue as well as our beloved campus bar; The Welly. Working hours are flexible although centred around the opening hours of our venues.

We're extremely excited about our future. As such, we're looking for talented people who can help take the Students' Union to the next level. In return you'll be joining a vibrant, enthusiastic and ambitious staff team looking to become the best at everything we do.

Best of luck with your application, and we look forward to meeting you.

Liam Davis  
Union Director

## ABOUT US

Based on a campus situated in rural, scenic Shropshire, the Students' Union is a student led organisation that represents all students at Harper Adams University.

We have over 4,000 HE students attending the University College, primarily on sandwich courses which include a year-long industrial placement. Harper Adams University was voted Modern University of the Year in 2020 and is the premier UK Higher Education institution focused on land-based and food supply-chain education.

The Students' Union is a registered charity with a turnover of circa £1 million each year. It sits at the heart of student life which encompasses representation, welfare, clubs and societies, along with our trading services (a shop, a bar and a pub).

## PURPOSE OF THE ROLE

Our commercial outlets serve two main purposes for our students. The first is that we provide a varied, enjoyable and safe social environment. The second is to generate income to fund our other core activities such as our sports clubs and societies, our representation work and campaigns.

Our venues are well loved by students but there is a huge ambition to see us deliver more. There is scope for our venues to deliver a broader provision and for the role to grow in line with the development of our services.

The person appointed will need an abundance of enthusiasm and passion and will be able to find creative ways of delivering a variety of interesting evening entertainments whilst finding new ways for us to generate income.

## HOW TO APPLY

Please send a CV and a covering letter; which outlines your suitability for the role against the person specification to [sjetherington@harper-adams.ac.uk](mailto:sjetherington@harper-adams.ac.uk).

**Deadline:** No later than 12:00 Midday, 28th July, 2021

(This vacancy and advert will be closed earlier if sufficient applications are received. Therefore, it is strongly advised that you submit your application as soon as possible.)

**Interviews:** w/c 5th August

# THE ROLE

## HASU VENUE MANAGER

**Responsible To:** Students' Union Director

**Responsible For:** Venue Assistant, Student Staff

**Hours of Work:** 35 hour per week (excluding unpaid lunch break) averaged over 52 weeks and managed through annualised hours. Term 1 and Term 2 will require increased hours per week (but not more than 48 hours per week over a 12-week reference period). In Term 3 and through University break periods the hours per week will be significantly decrease.

**Salary:** £25,992 (Point 21 Band F)

### JOB PURPOSE

1. **Responsible for the day-to-day performance and development of bar facilities including events and entertainment to increase usage and profitability**
2. **To ensure results are delivered through exceptional customer service to the Union's diverse membership and other users. Assisting in ensuring policy, procedure and legislative requirements are adhered to.**
3. **To ensure all relevant legislation obligations and licensing requirements are effectively complied with and can be evidenced at all times whilst always striving for best practice**
4. **Manage bar team consisting of permanent and student staff, and external contractors including security.**
5. **To ensure our venues are operating in a safe, enjoyable and inclusive environment for our students**

### KEY RESPONSIBILITIES

#### Day-to-day performance

- To be responsible for the day-to-day performance of the bar and entertainment operations
- To undertake continued market analysis to identify strengths, weaknesses, opportunities and threats in provision – investigate, recommend and manage the implementation of improvements developing robust operational plans
- To analyse and identify key financial indicators and critical success factors ensuring operations plans are achieved and budget targets are met and exceeded
- To be responsible for legal compliance including health, safety, security and licensing laws and conditions as appropriate for the role in the bar, events and entertainment operational areas
- Responsible for maintaining the highest hygiene standards

- Ensure any health and safety concerns are proactively managed and reviewed ensuring the safety of staff and customers
- Ensure any faulty equipment/fixtures are reported to relevant manager and/or Estates team.
- To liaise with suppliers on a regular basis to ensure their and our commitments are delivered
- To be responsible for the stock including stock checks/stocking policy and monitoring of levels, and assisting auditors as required.
- To ensure front and back-of-house areas are organised and kept to a high standard of cleanliness including relevant labelling of stock
- To ensure data from EPoS system is collected, monitored and analysed
- To be responsible for and delegate as appropriate the administration of money including its reconciliation, timely and accurate invoicing and other financial administration as required
- To be responsible for the co-ordination of regular marketing and promotions
- To be responsible for the keys of the bar being the primary key holder ensuring that the bar is opened and closed as required.
- To be primary contact for emergency call outs
- To be responsible for and delegate as appropriate the administration of money including its reconciliation, timely and accurate invoicing and other financial administration as required
- Liaise with other departments across Harper Adams University and the SU to ensure all trading services run efficiently with best practice shared whilst reviewing the services against objectives, contributing to the strategic direction of the commercial team

### **Members and customers**

- To deliver a customer service focussed culture across all commercial operations
- To listen to and communicate effectively with all our members and customers
- To ensure that all bar/events/entertainment services and any ad hoc off-site operations are relevant to HASU membership
- To develop and monitor product and service quality across bar/events/entertainment operations
- Collate and analyse customer feedback to improve service delivery and product lines and contribute to the overall development of commercial operations.
- To deliver services that are easy to access for all members and customers
- In conjunction with the Marketing and Events co-ordinator responsible for the preparation, organisation and hosting of a varied events programme

### **People management and development**

- To recruit people with Union-compatible behaviours and values and ensure that they are given access to training from induction through to any specialist training required to do the job to the highest standard
- To train, support and motivate people, managing their performance and delivering a culture of development and progression

- To work effectively with people, developing productive relationships with colleagues and other stakeholders
- To be responsible for the timely completion of student staff rotas

### **General duties**

In addition, all staff have the following general duties in their job descriptions:

- To work with the senior management team to develop ambitious income targets and to achieve commercial goals as laid out in the organisations strategic plan.
- To contribute and assist in the Union's planning processes and the review of its performance and systems.
- Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
- To observe and uphold the requirements of the Union Constitution and act at all times in accordance with policies including equality of opportunity.
- A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Fresher's, Summer Ball 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 high standards of service, integrity, punctuality, politeness and professionalism.
- Environmental consideration and environmental best practice is the responsibility of all Students' Union staff
- Any other tasks that would be deemed suitable within this role as directed by line manager

## PERSON SPECIFICATION

CRITERIA	Requirement	Application	Interview Day
<b>QUALIFICATIONS</b>			
Personal alcohol license qualification	Desirable	√	
Food Safety certificate level 2	Desirable	√	
Health & Safety certification level 2	Desirable	√	
SIA Security qualification	Desirable	√	
<b>EXPERIENCE</b>			
Demonstrable management experience in a bar/events environment	Essential	√	√
Demonstrable experience in generating new and maximizing existing income streams	Essential	√	√
Demonstrable experience of working effectively on own initiative	Essential		√
Experience of managing budgets	Essential	√	√
Experience of working with and negotiating /purchasing from external suppliers	Essential	√	√
Experience of working in an environment where ability to comply with regulation is critical – security, H&S etc alongside multi agency working (ie. Local licensing authority, police, security company)	Essential	√	√
	Essential	√	√
<b>ATTRIBUTES/SKILLS</b>			
Able to deliver exceptional customer service	Essential	√	√
Self-motivated and self-reliant	Essential		√
IT competent with a working understanding of Microsoft Office and ability to quickly learn other software	Essential	√	√
Ability to formulate development plans for services and activities	Essential	√	√
Exceptional Interpersonal and Communication Skills (Written and Oral)	Essential	√	√
Able to create and maintain strong working relationships.	Essential		√
Effective problem-solver	Essential	√	√
<b>VALUES AND ETHICS</b>			
Understanding and commitment to equal opportunities	Essential		√
Committed, positive, outgoing and approachable with a 'can do' attitude	Essential		√
Demonstrably high standards of personal integrity	Essential		√