

## Role Profile: Assistant Manager

Job title:	Assistant Manager (Atmosphere)
Working hours:	35-hours per week (to be worked flexibly)
Salary:	£22,400 to £25,334 (Grade B)
Reporting to:	Venue Manager (Atmosphere)
Direct Reports	Supervisors, Student staff, chefs

## Role Purpose:

To support the Venue Manager in delivering an outstanding food, drink and events offer to students, coordinating an accessible programme which meets the needs of our diverse student body.

## Main Activities and Responsibilities:

### Delivery

- Deliver against financial targets, ensuring these are met.
- Deliver outstanding customer service to our students
- To assist with the training and development of our student staff team
- To act as duty manager in the Venue managers absence

### Development

- To identify and design a programme of training and development which highlights and enhances the strengths within the team.
- Grow the venues Best Bar None scores and lead on implementing change to achieve this
- Build relationships with clubs and societies to support and enhance student led events in our venues
- Continually look for new opportunities for increased income-Ensure the venue is fully compliant with the NUS licenced trade+ calendar, to ensure we return the maximum available score and equivalent retro payment
- Oversee the running of the kitchen operation, ensuring paperwork is maintained and the food offering is of an exceptional quality

### Stakeholders

- Working with the venue manager and department head to maximise profitability and grow the business
- Work collaboratively with the union's marketing team to create new and engaging assets for the venue and to ensure our social media posts are complementary
- Work with SU colleagues on the delivery of priority projects (Welcome Week, Varsity, elections etc)

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### Compliance

- Ensure compliance with the Union's policies, University policies and all relevant legislation – including Health and Safety, 1992 Education Act and Data Protection.
- Be a personal licence holder, acting as duty manager ensuring all licencing legislation is adhered to
- Ensure all food safety legislation are adhered to across the team with records being maintained to a high standard
- Adhere to the Equality and Diversity Policy of the Union, to ensure the venue is welcoming to as many students as possible
- Carry out regular line and full stock checks, investigating fully any variances and informing the Venue Manager of outcomes

### Other

- Help our Full Time Officers achieve their manifesto commitments.
- Be an enthusiastic advocate for student leadership and the organisation's values.
- Maintain your own professional networks and promote the Union on a local and national level.
- To undertake such other duties of a comparable nature as may be requested by the Venue Manager

## Person Specification: Assistant Manager

### Knowledge and Experience

- Experience of supervision/ management of a hospitality operation with entertainment, food and beverage provision - ie, delegated experience of acting as a Designated Premise Supervisor (DPS)
- Experience of delivering public facing events, including driving sales and using a variety of promotion methods.
- Experience of working with incoming and outgoing financial transactions.
- Experience of using online systems and processes relating to the management of a venue
- An understanding of current trends in hospitality
- Hold a food safety qualification, or be willing to work towards

### Skills and Abilities

- Ability to engage diverse groups of members or customers with services and opportunities
- Ability to lead a large team of students and full-time staff, motivating and supporting them to achieve high performance.
- Ability to design and facilitate engaging training programmes and sessions.
- Ability to work in and adapt to a fast-paced, changing environment.
- Ability to work collaboratively with others, both as part of a team and across different functions.
- Good financial literacy and ability to interpret financial information.

### Values and Behaviours

- A demonstrable commitment to USSU's organisational values, mission and purpose.
- A strong commitment to championing equality, diversity and inclusion.
- Comfortable working in a democratic, student-led environment and being an enthusiastic advocate for student voice and representation.

# How to Apply

## The closing date for applications is

### Application Timeline

- Closing Date: Sunday 17 July at midnight
- Shortlisting: Monday 18 July
- Interviews: Monday 25 July

**Please submit your application by completing our online application form on our [careers page](#).**

### Application Questions

You will need to provide an up-to-date copy of your CV, and answer the following questions related to the person specification for the role (please try not to exceed 250 words per question):

- Tell us about your relevant experience of taking on a supervisory role within a hospitality setting, including any experience of working with online systems & processes, for example to aid with stock control, rota management
- We employ a large number of students in our venue, tell us about your coaching approach to creating high-performing teams
- Tell us about your commitment to achieving high standards and delivering exceptional outcomes
- Can you tell us about your understanding of Equality, Diversity and Inclusion, and share an example of when you have championed them?

We recommend that you prepare your answers in advance in a separate document where possible, to avoid losing your responses before you submit them in the online form.

Here at USSU, we are more interested in your potential than your background and experience. If you don't have lots of professional experience, please feel free to use examples from outside of work to demonstrate what you could bring to the role and our team.

### Please note:

- We will contact you to let you know the outcome of your application. This can sometimes take a few weeks.
- You must be able to provide proof of your right to work in the UK before starting work with us. We are not currently able to sponsor employees requiring a visa.
- Applications received after the above closing date will not be considered.

### Talk to us first

For an informal chat and to find out more about the role, please contact the hiring manager Andrew Court, [A.Court1@salford.ac.uk](mailto:A.Court1@salford.ac.uk).

### Impostor syndrome

Impostor Syndrome is the overwhelming feeling that you don't deserve your success. It can convince us that we are not as intelligent, creative or talented as we may seem. It often strikes when applying for a job, and has long been thought to disproportionately affect women and people from minority backgrounds. If you recognise feelings of imposter syndrome during your job search, [you'll find some useful tips to help overcome it here](#).