

JOB DESCRIPTION

Job Title:	Assistant Manager - Venues
Reporting to:	Venue Management Team
Place of Work:	University of York Students' Union venues
Hours of Work:	35 Hours per week (Flexi)
Salary Scale Point:	Starting £26,075

Job Overview

As a keyholder and part of the management team within the YorkSU commercial operation you will play a crucial part in leading the venue teams to ensure that an outstanding level of product knowledge and outstanding customer service are provided at all times. You will be the support to the venue manager in delivering the aims and objectives of the venue and YorkSU by leading your team in a positive and motivated manner. Along with your exceptional customer service skills, a level head and a contagious can-do attitude are essential skills to deliver a well-led team in a vibrant and safe venue whilst adhering to licensing and food safety legislations at all times to deliver the best experience for our students.

Key Responsibilities

Leading a team

- To assist in the recruitment, interview and induction of Assistant Venue Managers, Shift Leaders and Team Members, ensuring that the candidates selected both align with the culture of YorkSU and have the ability to succeed in their role.
- To complete timely appraisal and personal development plans for shift leaders and team members and assist them in the development of the rest of the team
- To motivate the team with briefings, stock and operational updates and any company news through effective communication.

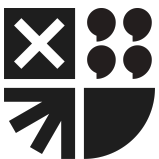
- To help create and support an engaged staff team with a positive attitude and strong, clear communications.
- Through regular “coffee chats” ensure all staff understand their role and that they are clear on their objectives and goals. In addition create an avenue in which team members can express concern in ways of working with a view to improve.
- Working with the venue management team to train and develop staff.

Standards

- To ensure that all standards in terms of service, product and the venue environment are maintained to company standard and that the experience that the guest receives is above and beyond their expectations.
- Ensuring all staff are wearing correct and clean uniforms at all times and look professional.
- Be front-facing and contribute to the day-to-day operation of the outlet with an outstanding approach to customer service.
- To ensure that customers are treated in a naturally professional and polite manner and receive a great experience from start to finish.
- To deal with all customer feedback, in a courteous, efficient and timely manner.
- To help communicate planning and activity with the upkeep of the YorkSU communication board.

Compliance

- Ensure financial procedures are adhered to and all transactions are completed in full and in line with YorkSU standards.
- Hygiene, health and Safety To ensure that YorkSU’s Health and Safety policy is adhered to at all times.
- To undertake all necessary precautions in adherence with COSHH (Control of Substances Hazardous to Health) regulations (training will be provided).
- To ensure that all food safety legislation and allergen legislation is adhered to at all times.
- To ensure that all legal processes are being followed and that the wider team is following in this behaviour.



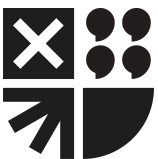
Sales

- To assist in driving sales and generating income through shift briefings and shift targets.
- To manage, organise and execute (either directly or indirectly) all venue events for students and societies.
- To help deliver the calendar of events, ensuring that all planned elements of the business plan are executed properly and to look for new opportunities to maximise income.

Finance & Stock Management

- Ensure the achievement of security and effective management of stock at all times.(Including wet, dry and consumables)

York SU's Values and Behaviors



To work with us, we ask all staff to uphold our core values and behaviors. These are:

Ambition

We are unashamedly ambitious. Students and their success is the reason we exist, and we will do everything in our power to work to their unique needs, journeys, experiences and communities.

Innovation

We're not afraid of failure. We bring creativity, sensitivity and integrity to all our work meaning that when things don't pan out how we expected, we own it, learn from it and always try again.

Social Conscience

We are bigger than just ourselves. We care and are committed to our vibrant community, celebrating and encouraging difference and diversity.

Authenticity

We are authentic and honest - building trust, rather than just focusing on our own power, privilege and legitimacy. We are always open about the needs, complexities, opportunities and challenges we all face now and in the future.

Partnership

We recognise we can't work alone - we know and are open about our limitations and believe that collective action and solidarity is what makes our work special. We weave and connect what already exists, build on common ground and focus on what unites us rather than divides us.

General Notes

- **Agility & Evolution:** This job description reflects our current focus, but it isn't static. The role will evolve at the organisation's pace, pivoting as needed to align with new strategic direction and duties that align with the union's priorities.
- **Professional Growth:** You'll maintain a Personal Development Plan and engage in training, meetings, or conferences that keep your skills sharp



and relevant to the Union's mission.

- Operational Excellence: You will carry out your work in line with the Union's constitution, Staff Handbook, and employee policies, maintaining high standards of integrity and professionalism.
- Key Events: This role goes beyond the day-to-day; you'll be hands-on during the Union's busiest and most exciting times, such as Welcome Fair, Summer Balls, and elections, to ensure we deliver an exceptional experience for every student.
- Inclusion & Empowerment: You will champion an inclusive culture that celebrates diversity and ensures students feel empowered to shape their Union.
- Sustainability: You'll actively support and uphold our environmental and sustainability goals through consistent good practice.
- Democratic Ethos: You will work within and promote the student-led, democratic spirit that defines York SU.

PERSON SPECIFICATION

Requirements	Essential	Desirable
Qualifications & Experience		
Ability and Confidence working in a fast paced environment	*	
Ability to adapt to changing environments and being able to use initiative	*	
An eagerness to learn and expand existing skill sets	*	
Have a contagious, can do attitude and eager approach to work	*	
Great communication skills - in particular the ability to communicate effectively on a face to face basis	*	
Knowledge of EPOS system operations and IT skills	*	
Be a personal licence holder		*
Hold a certificate in Food Safety Level 2	*	
A minimum of one years supervisory experience working in a catering, bars or retail environment	*	
Knowledge & Skills		
Ability to lead change within a team	*	
Knowledge of completing staff one to ones and personal development plans		*



Knowledge and understanding of the food safety legislation, allergen legislation and health and safety legislation (including COSHH)		*
Good interpersonal skills	*	
Ability to lead training with a team in a positive and engaged manner	*	
Knowledge of stock taking procedures and controls		*
Experience of delivering high quality products and services		*
Knowledge and understand of licensing legislation	*	
Personal Attributes		
To be a positive and energetic team member	*	
Ability to use own initiative as well as part of a team	*	
A friendly and approachable manner	*	
To have a high level of personal integrity with great attention to detail	*	
Excellent time management skills	*	

Date Updated (& Initials): 18/6/26 ES

