



JOB DESCRIPTION

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| Job Title: | Venue Duty Manager |
| Reporting to: | Venue Management Team |
| Place of Work: | Venues - University of York Students Union |
| Hours of Work: | 35 hours per week |

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 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.
- 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.
- Follow our Licensing, risk, and health and Safety policies to ensure that our venues are legally compliant 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 within your venue, 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

- The principal roles and responsibilities of this post will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate by the union.
- Staff are required to have a Personal Development Plan and to participate in training, meetings or conferences considered relevant to the Union and their job.
- Staff must carry out their duties with full regard to the rules, procedures and conditions of service contained in the Staff Handbook, constitution and employee policies.
- A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Welcome events and Welcome Fair, Student Balls and any other key events, including elections.
- All staff are expected to champion an organisational culture which is inclusive and both values and celebrates diversity, and where students feel empowered to shape their Union.
- Staff are expected to portray a positive image of the Students' Union, both internally and externally, by displaying integrity, punctuality, politeness and professionalism.
- Staff must uphold York SU's environmental and sustainability aims, ensuring good practice is met.
- Everyone must work within, promote and uphold the student-led and democratic ethos of the Students' Union.

Date Updated (& Initials): 04/03/26 TM

