



JOB DESCRIPTION

Job Title:	Venue Manager
Reporting to:	CS Operations Manager
Place of Work:	University of York Students' Union Venues
Hours of Work:	Permanent - Average 35 hours per week over 52 weeks
Salary Scale Point:	Starting £ 29,609

Job Overview

To manage the day-to-day venue operation, deliver sales and meet profit targets. Maintaining an excellent quality of service at all times and adhering to legislation within the operation. 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

Team

- To take lead 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 assistant venue managers and assist them in the development of the rest of the team
- To ensure a fun, safe and happy environment for YorkSU members
- To be accountable for the whole operation including food and drinks dependent on the venue and have a collaborative working relationship with all levels of the organisation.

- To ensure that team members are aware of the ongoing activity, setting them up for success through shift briefings and event planning.
- Ensure work life balance for your team by managing working hours, TOIL, Holidays and flexi-time accordingly
- Reviewing and assessing exit interviews to look at ways to improve team engagement and better ways of working.
- To ensure that people are adequately deployed during trading hours allowing for fluctuation in trade and close down
- To produce work rotas and /or organise the work of others to ensure the delivery of an effective service whilst maintaining labour costs within budgeted levels.
- To work alongside the training team in order to deliver the training and development of both the bars and catering teams
- Monitor and manage staff lateness, sickness and absence & conduct return to work interviews

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 the safety of the team and the guests through a timely approach to repairs and maintenance.
- To develop in conjunction with the Operations Manager, a detailed business plan in which the key elements of the organisation, set out by the scorecard are developed.
- To assist the commercial director in the development of the food and drinks menu as well as the pricing structure of the venue.

Compliance

- To complete and maintain all legal processes, procedure and compliance. Ensuring that all audits (internal and external) are to the required standard and that all legal paperwork is completed. In addition ensuring that this culture and behaviour is replicated with the rest of the venue management team and general team.
- To complete all weekly audits both procedural and operational to ensure that the venue is being operated in a safe and legal manner.



Sales

- To drive sales through engagement with student and student groups as part of your monthly business review.
- To seek out new opportunities and innovation in order to deliver different experiences for our guests.
- To plan and organise the venue & diary of events and reasons to visit.
- Assist in the running and organisation of central YorkSU events

Managing Resources

- To be responsible for monitoring and achieving the budget for the bar & catering operation
- To be responsible for forecasting, managing and reporting financial information
- To maximise profitability through driving sales and managing and controlling costs, stock, and margin effectively
- To utilise resources and make appropriate purchases in line with the budget and the limits of authority taking account of ethical and environmental considerations
- To implement appropriate systems for stock control, managing costs including labour
- To have accountability for wastage and movement of stock
- Complete stock taking procedures and stock counts including producing reports and carry out investigations where required
- To complete invoices and purchase orders as and when required
- To understand and use stock control, financial and reporting systems

Personal Effectiveness

- To ensure that personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- To provide leadership and build a team which will enable it to meet or exceed targets or objectives.



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		
Relevant experience in the hospitality and/ or licensed trade	*	
Good understanding and experience within the catering industry		*
Understanding of budget management and P&L accountability	*	
Depth in the understanding of licensing objectives, food safety and allergen management	*	
Experience in managing and coaching a team	*	
Knowledge & Skills		
An ability to react to changes in operation, having a varied skill set required for a university environment with ever changing challenges	*	
Understanding of a student union working environment and an understanding of student welfare and safety		*



Hospitality data management and systems knowledge to support the commercial operation		*
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Personal Attributes		
Active team player and supportive in terms of driving team development	*	
An active member of the wider Student Union organisation and an ambassador for Commercial Services within the union	*	
An ability to work collaboratively with the wider University teams and develop external partner relationships for the benefit of Commercial Services		*
An ability to deliver success within an environmentally sound and ethically viable way		*

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

