

Deputy Venues Manager

Job Description and Person Requirements

Department:	Finance and Enterprise
Location:	Stoke-On-Trent
Reporting to:	Venues General Manager
Responsible for:	Union Team Members

The vision of our team here at Staffordshire University Students' Union is that every student will be **Proud to be a part of Staffs.**

Working alongside our University, our purpose is to ensure that every student has access to a range of student support services, opportunities for community building and activities that shape their academic experience.

About the Role

The purpose of this role is to deputise for the Venues General Manager, ensuring the effective operation of the Students' Union bars and event spaces ("The Venues"), and delivering positive experiences for students and guests.

The role involves supervising a team of student staff and contributing to a safe, high-quality and commercially effective operation within a fast-paced, customer-focused environment."

Core Responsibilities

The post holder will work with the Venues General Manager and Deputy CEO to deliver the following key responsibilities:

Operations Management: Oversee all aspects of day-to-day food, beverage and event space operations, including staff scheduling, supervision, stock control, facility standards and security, ensuring smooth and efficient service delivery.

Staff Leadership: Support the recruitment, training and supervision of a diverse staff team. Provide clear direction during shifts, lead by example, and offer coaching and feedback to support performance, engagement and development.

Customer Experience: Ensure all customers receive a high standard of service in a safe, welcoming and inclusive environment. Monitor feedback and take appropriate action to continuously improve the customer experience.

Financial Control: Ensure financial procedures are followed and take responsibility for cash handling, stock control and inventory management whilst on duty, supporting the delivery of cost-effective and sustainable operations.

Compliance and Safety: Ensure compliance with all relevant legal and regulatory requirements, including health and safety, food hygiene and alcohol licensing. Maintain a safe and secure environment and respond appropriately to incidents, risks and operational challenges.

Please note that this job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post-holder.

Organisational Responsibilities

All post-holders at the Students' Union are expected to:

- Comply with relevant policies, procedures and legal requirements
- Contribute positively to a safe, inclusive and respectful working environment
- Work in line with the Union's values and commitment to student experience

Person Requirements

Essential Criteria
Experience in a similar or relevant role within a (high-volume) hospitality or service environment
Experience of supervising or supporting staff in a team environment
Ability to work effectively in fast-paced, high-pressure environments
Strong communication and interpersonal skills
Good organisational skills and ability to manage competing priorities
Ability to use initiative and make decisions in an operational setting
Working knowledge of relevant legislation (e.g. Health & Safety, Food Safety, Licensing)
Availability to work operational hours, including evenings and weekends
Good working knowledge of Office 365, including everyday use of Sharepoint and Teams
Desirable Criteria
Experience of a higher education / campus environment
An understanding of the vision, values and service delivery of the Students' Union.
Knowledge of digital rota management systems (Staff Savvy used onsite)
Knowledge of EPOS software (Fidelity Total Control Premier/GPOS used onsite)
Holder of SIA licence and/or Personal Licence
Experience of working in a fast-moving catering operation