**IMPERIAL COLLEGE LONDON**

**JOB DESCRIPTION**

**JOB TITLE:** Assistant Venue Manager

**DIVISION:** Imperial College Union

**DEPARTMENT:** Commercial Services

**CAMPUS LOCATION:** South Kensington based within Imperial College

Union with a requirement to attend and work at

all venues as necessary

**GRADE:** Operational Services Level 2b

**RESPONSIBLE TO:** Operations Manager

**RESPONSIBLE FOR:** Bar Duty Managers, Bar Staff, Kitchen Team

**KEY WORKING RELATIONSHIPS (Internal):** Operations Manager, Kitchen Team, Bar Supervisors, Bar Staff, Union Staff, College Maintenance Team and Students

**KEY WORKING RELATIONSHIPS (External):** College Visitors, Suppliers, External Contractors/Agencies

**SUMMARY OF POST:**

To work alongside the Operations Manager and wider venues management team to share the responsibilities for staff management, customer relations, administration, product satisfaction, sales targets, budgets, stock management, financial and other procedures. Under the guidance of the Operations Manager, to ensure the establishment adheres to all legislation and policies for licensing laws, health, safety and food hygiene.

**SPECIFIC DUTIES OF THE POST**

**Operational**

* Maintain the highest consistent standards of customer care and management on every shift to the pre-determined venue standards delivering the best customer journey possible
* Provide a fast and efficient service at all times
* Ensure best practice with regard to cellar management, including knowledge and care of real ales
* Ensure the bar and kitchen opening and closing procedures are adhered
* Take responsibility for the premises and security of cash, stock, personnel and fixtures, in accordance with specified policies, when on shift
* Have an understanding of the food menu and assist the Venues Manager and Head Chef in continuous product range development and pricing
* Maintain product knowledge and ensure that all food and beverages are served and presented in accordance with venue standards
* Maintain high cleaning standards and take ownership of, supervise and validate the completion of daily/weekly checklists; delegating tasks where appropriate
* In line with the Venues Manager’s agreed stock levels, create stock orders, receive deliveries and ensure stock management processes are adhered to
* Under guidance from the Venues Manager, formulate bar staff rotas to ensure that they are fit for the level of trade and that they comply with relevant budgets
* Promote high standards of service and product presentation for both food and drink
* Report all known defects and maintenance issues according to specified procedures

**Staff Management**

* Manage and maintain correct staffing levels in line with targets and in relation to sales performance.
* Ensure the team demonstrates a friendly, approachable and positive welcome towards all guests.
* Assist the Venues Manager in the identification of recruitment needs and take an active role in search and selection activities and the appointment of staff in line with the Union’s and College’s recruitment procedures
* Motivate and inspire the team to ensure the team consistently delivers with enthusiasm
* Identify and monitor training needs, take an active role in the developing of people, and ensuring growth in personal knowledge
* Assist in the recruitment and induction of casual staff as required
* Be responsible for the duty management of the Union’s kitchen team whilst on shift
* Undertake performance reviews for staff where appropriate in line with Union policy

**Customer Service**

* Lead a culture of excellence in customer service, ensuring that customer needs and expectations are exceeded whenever possible
* Ensure that all areas of the department are clean and tidy and that maintenance issues are reported immediately
* Deal with all types of customer feedback in a courteous, friendly and efficient manner
* Help to deliver staff training in customer service on a regular basis

**Financial Management**

* Assist the Venues Manager in the achievement of all financial targets set for the venues. Help with the forward planning of initiatives that will increase footfall and spend through marketing and promotions whether by food, beverage or entertainment.
* Be responsible for all cash management issues adhering to specified guidelines
* Under guidance from the Venues Manager, take on agreed designated budget holder responsibilities
* Assist in maintaining financial controls and ensure that the finance department receives all relevant financial information promptly, in accordance with the Union’s financial procedures
* Work with the stock taker and the bar and kitchen team to produce monthly stock reports and to achieve set targets on waste limitation, gross profit and stock take deficit/surplus

**Licensing & Health & Safety**

* The Assistant Venue Manager will be responsible for all aspects of Health, Safety and Hygiene, adhering to legislation and College Policies in:

- Food Hygiene & HACCP  
- Fire and Evacuation  
- Health and Safety  
- Liquor Licensing Law  
- Weights and Measures  
- Food Safety

- COSHH  
- Security

* Protect the premises licence by ensuring adherence to the licence conditions and other licensing laws, including upholding the four licensing objectives
* Ensure that proactive and positive steps are taken to ensure that our operations do not contravene any laws

**Other**

* Undertake any other duties, as required, within the general scope of the appointment and within the competence and skill of the post holder with day to day shift support.
* Work flexibly in accordance with the operational needs of the unit and to work across all other Union outlets as required by the Venues Manager
* Your normal working hours will be 30 per week, on a roster to be determined in advance. The roster pattern may be subject to change providing reasonable advance notice is given. 2 weeks notice period is required to end employment from either side.
* Help train and provide support for other members of the Commercial Services team
* Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
* Be responsible for the safekeeping of all cash, stock, keys, passes, passwords and codes and to ensure that proper security measures are in place in order to prevent unauthorised access to restricted areas or items.

### **PERSON SPECIFICATION**

**ASSISTANT VENUE MANAGER**

|  |  |
| --- | --- |
|  | Essential |
| Personal Licence holder | X |
|  |  |
| Significant experience of managing large teams in a busy, licensed trade premises within a customer-focused environment. | X |
| Experience of dealing with large sums of cash and the reconciliation of all monies | X |
| Solid experience in stock control and cellar management, including the keeping of real ale. | X |
| Experience in dealing with a wide variety of people from different cross sections of society | X |
| Experience in the planning and execution of events and functions. | X |
| Experience in the training of bar staff and the ability to focus the team on issues as required in order to maintain the highest standards of customer care, to both internal and external customers. | X |
|  |  |
| A working knowledge of current food and drink trends, relative to different demographics | X |
| A working knowledge of Health and Safety legislation, COSHH and relevant best practice | X |
| A sound understanding of the requirements for operating licensed premises and specialist events | X |
|  | X |
| A proficient user of IT systems, including EPOS | X |
| Demonstrable leadership skills,with the ability to inspire confidence from team members | X |
| Excellent communication skills with the ability to relate to and communicate efficiently with people at all levels | X |
| Sound judgement and the ability to handle competing priorities and a challenging workload in a pressurised environment | X |
|  |  |
| Evidence of commitment to continuing personal and professional development | X |
| A leader on equality of opportunity who values diversity and removes barriers to equality | X |
| An excellent role model who promotes high standards of probity, integrity and honesty | X |
| The ability to work flexibly and well under pressure | X |
| A commitment to *achieving excellence* in service delivery and ability to demonstrate this with their personal actions | X |

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| --- | --- | --- | --- |
| Please note that job descriptions cannot be exhaustive and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.  Imperial College is committed to equality of opportunity and to eliminating discrimination. All employees are expected to follow the [7 Imperial Expectations](http://www.imperial.ac.uk/human-resources/working-at-imperial/imperial-expectations/) detailed below:   1. Champion a positive approach to change and opportunity 2. Encourage inclusive participation and eliminate discrimination 3. Communicate regularly and effectively within and across teams 4. Consider the thoughts and expectations of others 5. Deliver positive outcomes 6. Develop and grow skills and expertise 7. Work in a planned and managed way   Employees are also required to comply with all College policies and regulations paying special attention to:   |  |  |  | | --- | --- | --- | | * Confidentiality * Conflict of Interest * Data Protection * Equal Opportunities | * Financial Regulations * Health and Safety * Information Technology * Smoking | * Private Engagements and Register of Interests |   They must also undertake specific training and assume responsibility for safety relevant to specific roles, as set out on the [College Website Health and Safety Structure and Responsibilities](http://www3.imperial.ac.uk/safety/policies/organisationandarrangements) page. |

*Committed to equality and valuing diversity, we are an Athena SWAN Silver Award winner, a Stonewall Diversity Champion, a Disability Confident Employer and work in partnership with GIRES to promote respect for trans people.*

**April 2021**