

## **Assistant Director Social Enterprise (Venues)**

### **Job Description and Person Specification**

#### **Job Information**

Students' Unions aren't just any membership charity - they're active, democratic mutuals, using the energy and passion of their student members to deliver improvements to students' lives. The students' union's Assistant Director of Social Enterprise (Venues) will be at the centre of developing and managing the union's Venues operations, including the operation of the largest music venue in the region, multiple bars and student club nights alongside a unique and renowned venue in Norwich city centre.

Department: Venues

Grade/salary: 7 (TBC) £41,050 - £47,562 (approx.)

Reports to: Chief Executive

Reports: Head of Events and Head of Waterfront and other managers/heads of department as required on a temporary basis

Purpose: To deliver support for the strategic, financial and operational management of a range of departments and services within the Venues operation.

#### **Job Description**

##### **Key Responsibilities**

##### **Strategic responsibilities**

- To develop a long-term vision for the venues operations in line with the Union's wider strategic objectives
- To work alongside the ADSE (Retail and Catering) to improve operations and performance
- To assist in the development of long-term building/space development plans
- To develop annual departmental action plans, including performance milestones
- To monitor monthly, quarterly and annual performance, reporting variances to the action plans on a quarterly basis
- To develop effective relationships with external agencies to ensure continued operations
- To ensure the Unions high reputation in terms of venues operations with key stakeholders

##### **Financial responsibilities**

- To set annual budgets for various department profit and loss accounts
- To develop KPIs for all service areas
- To monitor monthly, quarterly and annual financial performance, reporting variances to budget on a monthly basis
- To develop effective solutions to budget variations to ensure delivery of budget KPIs
- To coordinate the collation and reporting of all venues function revenues and cost centres in a regular and timely manner
- To be responsible for SU stocks and assets relating to the Venues operations
- To maintain a department asset registers
- To develop and maintain long term capital expenditure plan

##### **Operational responsibilities**

- To establish a comprehensive set of performance standards for all areas of operation and to monitor the performance of these standards
- To ensure the effective running of the venues, ensuring that adequate policies and procedures are in place and being systematically implemented by the team
- To develop effective monitoring systems that ensure operational compliance with policies and procedures
- Management and coordination premises maintenance in accordance with protocols & CBRE
- To be able to demonstrate competency by possession of an IOSH certificate and personal license
- To ensure effective control of costs within budget expectations
- To ensure that all staff are trained and act in accordance with Good Night Out and associated campaigns
- To ensure the effective promotion and implementation of Good night Out and associated campaigns
- To act as Designated Premises Supervisor in the absence of a Head of Events/Waterfront, to undertake corporate responsibility for upholding the license and its objectives in respect of the venues operation.
- To ensure all customer complaints against the operation are processed, investigated and reported in accordance with our complaints policy

##### **Compliance Responsibilities**

##### **Health and Safety**

- To establish appropriate health and safety management arrangements in your departments and to ensure implementation of these arrangements;
- Provide leadership on health and safety;
- Review the Departmental health and safety policies and procedures match the requirements as outlined above
- Ensure that Departments report accidents, incidents and near misses as required by this policy
- Ensure that staff appointed as Department Health and Safety Officer have sufficient authority, competence and resources (including allocated time) to undertake the role;

- Ensure that there are appropriate department arrangements for implementing health and safety related policies and rules;
- Review and analyse the reporting of all departmental accident and incidents and implement actions to mitigate the chance of further incidents

Ensure the following:

- The Health and Safety Policy arrangements are implemented in their area of responsibility;
- Managers and employees under their control carry out their health and safety responsibilities;
- All relevant health and safety information is communicated effectively to their employees;
- Employees under their control are competent in health and safety, and capable of meeting their health and safety responsibilities;
- Relevant health and safety policies, codes and rules are implemented in their area of control;
- Risk assessments are carried out in their area of control, and the control measures recorded and implemented;
- Employees are consulted on the outcome of risk assessments or changes to working practices that may affect their health and safety, and account is taken of their views;
- Health and safety monitoring is undertaken in their area of control;
- Health and safety issues identified via risk assessments or monitoring activities that cannot be addressed are raised with their line manager or Head of Department;
- The implementation and effectiveness of health and safety related policies, codes and rules in their area of responsibility are reviewed, and any issues fed back to their line manager or Head of Department;
- In managing and delegating work, consideration is given to the effect of work on health, so that management practices positively support the achievement of high standards of health and safety.

### **Licensing**

- To ensure that the departments operate within the conditions of their license to serve alcohol
- To liaise with the Police and licensing authorities as necessary
- Ensure that the four licensing objectives are properly promoted within the operations
- Ensure that staff are effectively trained on the four objectives and their role within the operation of the license

### **Fire and Emergency**

Ensure the following

- Each department has a written emergency and evacuation policy
- staff are regularly trained on the policy
- there are adequate safeguards in place to prevent the blocking of fire exits
- there are adequate numbers of staff trained as fire wardens
- adequate numbers of staff are trained in first aid
- Adequate reporting procedures for accidents, injuries, emergencies and other eventualities

### **Corporate Risk**

- To be aware of the elements within the corporate risk register that relate to your areas of operation
- To work with the senior management team to consider mitigations to risks
- To implement all mitigations within the risk register
- To report any failures of mitigations to the CEO
- To report any new risks for consideration/ changes to risk profiles to the CEO
- To maintain the venues legal compliance checklist

### **Business Development responsibilities**

- To ensure the effective operations of the venues
- To demonstrate detailed understanding of changing trends in live music, entertainments and venue sectors
- To have in place systematic ways of generating, analysing and using service user feedback to improve performance
- Coordinate and direct strategic market research and consumer insight to determine market requirements for existing and future products
- To take overall responsibility for the programming of events both to students and the public
- To manage the relationship with external partners and providers to maximise opportunities and ensuring contractual obligations are met
- To ensure that all artists, performers and contractors are aware of and follow union policies regarding harassments and behaviour
- Develop network relationship with key stakeholders within the city to develop additional sales revenue streams.
- To ensure all SU policies and procedures are adhered to effectively within departments

### **Students Transforming responsibilities**

- To ensure students have real and meaningful engagement in departmental decision making
- To ensure the effectiveness of the licensed trade direction and oversight board (DOB) as set out in the constitution
- To actively support the SU general election, looking for innovative ways for your departments to drive nominations and turnout

- To support the elected officers in the development of relevant policies
- To act as a role model in terms on Union values

### **People Management responsibilities**

- To coordinate the recruitment, selection, induction and probation of all staff required
- To monitor and consider the diversity of staff across the departments, achieving agreed targets
- To ensure all career staff have targets and KPIs
- Support and develop colleagues to deliver the strategic priorities through effective line management, appraisals, and performance management methods in line with SU policies and procedures
- Identify colleague's development needs and ensure that these are met through training and continuous evaluation
- Facilitate, share and implement good and innovative practise with colleagues in the area of student engagement
- Ensure effective and efficient communication within the department, through 121s, regular meetings, team briefings and liaison

### **General duties of all staff**

- To understand and uphold the purpose and values of the organisation and ensure that these guide and inform the work and conduct of the post holder. The SU has a democratic decision-making process and the post holder will champion this when carrying out their duties
- To be knowledgeable of the SU constitution, as it applies to this post, including any legal requirements.
- To work in accordance with all SU policies and procedures, including health and safety, staffing protocols, financial procedures and equal opportunities policy
- To undertake duties from time to time as requested by the SU management that may be reasonably considered within the scope of the post
- To attend from time to time, as required, meetings as necessary to meet the requirements of the post.
- To attend all staff development days and training as required. Flexibility in working hours may be required to accommodate this
- To take part in the SU's "Quality Conversations" scheme, speaking to a designated number of students each week using standard questions and carrying out data entry and follow up tasks as required
- To ensure the SU's aspirations to reduce our environmental impact are delivered, contributing positively to the department and the organisation's Green Impact Action Plan
- To contribute positively (with full day commitment) to at least two university open days and to undertake general team duties during the main annual Welcome Period.
- To be flexible and adaptable in a changing environment, the role holder may be assigned to other areas of the SU to meet the needs of the service. This will in turn provide development opportunities in which to broaden experience

### Person Specification

Candidates for the job will be assessed in the following ways;

- **A** Application Form
- **I** Interview
- **T** Test

### Skills, Knowledge and Experience

This section describes the qualities we'd like to see in the post holder- but where we can offer training for someone that excels in some of the areas, or where you can offer other qualities you think would be useful for the role, you should indicate this on your application form.

Qualifications / Education	<i>Essential or Desirable?</i>
Good general education, typically to the Higher/A level equivalent	D
University degree	D
<b>Knowledge &amp; Experience</b>	
Previous experience in a licensed retail led organisation	E
Proven success managing medium/large groups of colleagues	E
Proven success managing medium/large budgets	E
Experience of Managing through managers	E
Experience of managing within relevant statutory regulations	E
Proven experience of instigating change of a strategic nature	E
Demonstrable experience of working effectively on own initiative	E
Experience of managing projects	E
Experience on analysing and acting upon detailed management information	D
High level understanding of current issues and themes in higher Education and Student's Unions	D
High level knowledge of current issues and themes in retail, catering and bars	E
Good knowledge of best practise in organisational administration and office management	E
Good working knowledge of relevant workplace IT systems, software and hardware	E
Knowledge of students' unions in relation to relevant legislation: <ul style="list-style-type: none"> <li>• Data protection</li> <li>• Charity act</li> <li>• Education act</li> <li>• Employment law</li> <li>• Companies</li> <li>• Licensing</li> <li>• Health &amp; safety (including risk management in licensing &amp; entertainments)</li> </ul>	D
<b>Attributes &amp; Skills</b>	
Able to understand working with a complex organisation	E
Good coaching and mentoring skills	E
Proven ability to problem solve	E
Self-motivated and self-reliant	E
Skilled in utilising research and interpreting data	E
Excellent IT skills: PC and Mac proficient, social media proficient	E
Ability to formulate development plans for services and activities	E
Exceptional interpersonal and communication skills (written and oral)	E
Able to create and maintain strong working relationships	E
Able to lead, empower and engage others in shaping the future	E
Able to overcome hurdles and problems in a constructive manner	E
<b>Values &amp; Ethics</b>	
Desire to work within a democratic student led environment	E
Understanding and commitment to equal opportunities	E
Desire to work within an organisation servicing a culturally diverse membership	E
Demonstrably high standards of personal integrity	E
<b>Key competencies</b>	
Achieving excellence	D
Influencing	D
Problem solving	D
Developing people	D
Customer focus	D

*Changes to Job Description:*

*This job description may be subject to modification or amendment at any time after consultation with the post holder.*

*This job description is not intended to be an exhaustive list of the procedures and tasks carried out by the post holder. It does however set out the main expectations of the Union in relation to the post holder's duties and responsibilities.*

*It does not form part of the contract of employment.*

Signed \_\_\_\_\_

Print \_\_\_\_\_

Date \_\_\_\_\_