

Head of Events (UEA Campus)

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: Events

Grade/salary: 6 Circa £33,000

Reports to: Assistant Director Social Enterprise (Venues)

Reports: Operations Manager, Security, Event Manager, Marketing and Sales Manager and other managers/heads of department as required on a temporary basis

Purpose: To deliver the effective financial and operational management of a range of departments and services within the Campus Venues operation.

Job Description

Key Responsibilities

Strategic responsibilities

- To support the development a long-term vision for the venues operations in line with the Union's wider strategic objectives
- To work alongside the Head of Waterfront 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

Financial responsibilities

- To assist in the development of annual budgets for various department profit and loss accounts
- To assist develop KPIs for all service areas
- To monitor monthly and quarterly 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 update, record and monitor assets relating to the Venues operations
- To assist in the development of long term capital expenditure plans

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
- To be able to demonstrate competency by possession of an IOSH certificate and personal license
- To develop a diverse programme of events That meets the needs of the local and student communities
- To ensure that events bookings are contracted and the events meet these requirements
- To ensure effective control of costs within budget expectations
- To ensure the effective marketing of events
- To ensure the effective operation of the Box Office and develop growth of the customer database
- 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
- To ensure events external to Union House a reported in accordance with UEA policy, that Event Management Plans are accurate and completed as necessary.
- To liaise with university personal to ensure the effective and compliant operation of events
- To ensure equipment is effectively maintained and meets safety standards
- Investigate all complaints against the Events operations
- Maintain effective Code of Conduct process for student against student complaints

Compliance Responsibilities

Health and Safety

- Provide leadership on health and safety in their Department;
- Appoint in writing a Department Health and Safety Officer (and other specialist Officers as necessary) from within the department management pool to advise and/or support them on health and safety related matters. The written appointment shall detail the duties of the Officer and any responsibilities that the Head delegates to the Officer;
- Ensure that their Health and Safety Officers 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;
- Ensure that there are appropriate Health and Safety arrangements established in any arrangements set up with other Departments or organisations either within or without the Union;
- Ensure that no activity shall be undertaken within their Department that involves drilling into, removing, damaging or otherwise disturbing the building fabric unless approval has been obtained from the Estates and Buildings Division.
- Ensure that appropriate arrangements are in place for the communication of health and safety issues to all employees, students, contractors and other visitors to their Department/location;
- Ensure that responsibilities and arrangements are agreed with the appropriate department, for the safety of contractors, employees from other organisation (for example: UEA cleaners) or others who may be put at risk by the Departments' activities;
- Make sure that appropriate arrangements are in place for ensuring the health and safety competence and capability of the Departments' employees, visiting workers (including contractors and service providers) and, where appropriate, students;
- Ensure that health and safety is incorporated into the training of employees where there are significant risks associated with work done by employees;
- Ensure that there are arrangements in place for managing significant risks arising from the Departments' activities that are not covered by the Union's health and safety related policies and rules. Develop and review Department health and safety codes for the management of specific risks and legal requirements that have a significant impact on the Department;
- Establish arrangements to ensure that the additional risks associated with staff or students working within the Department outside of normal working hours, or in low occupancy buildings (or other work areas) during normal working hours, are assessed and reduced to an acceptable low level;
- Establish arrangements to ensure that the additional risks associated with off campus/premises work (such as cash collections, promotional activity) are assessed and reduced to an acceptable low level;
- Ensure that the work of contractors, employed by the Department, and visiting workers is adequately supervised and controlled. And to require of contractors and visiting workers the same standards of health and safety as those demanded of the Union's employees;
- Ensure that suitable systems are in place for the regular monitoring and review of health and safety in the Department;
- Ensure that high standards of fire safety are maintained in the Department;
- Ensure that a sufficient number of fire wardens are appointed;
- Ensure that suitable health and safety arrangements are in place where employees or students are sent to work on the premises of another employer;
- Provide reports on the Department's health and safety performance to the Health and Safety Committee and relevant Director/Assistant
- To ensure the effective and timely reporting accidents, work-related ill-health, health and safety related incidents, near misses, hazards or inadequacies in health and safety procedures, completing the relevant paper work and accident book as necessary.
- Review and analyse the reporting of all departmental accident and incidents and make recommendations for actions to mitigate the chance of further incidents
- Attend Health and Safety Committee
- Health and Safety is a standing Item on department team meeting agenda's

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
- To ensure that adequate CCTV is in place, and that it is operated in accordance within regularity compliance

Fire and Emergency

Ensure the following

- To have a written emergency and evacuation policy
- staff are regularly trained on the policy and conduct regular drills
- 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 campus venues operation
- To work with the senior management team to consider mitigations to risks
- To implements all mitigations within the risk register
- To report any failures of mitigations to the ADSE (Venues)
- To report any new risks for consideration/ changes to risk profiles to the ADSE (Venues)
- To ensure all necessary staff have adequate training on Risk management and assessment
- To ensure an effective event risk management process is in place for events and operations
- To ensure all events are adequately risk assessed
- To ensure that the events and venue operation meets its requirements under GDPR regulations

- To ensure that LOLOR regulation are complied with

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
- To develop new business opportunities to improve commercial performance
- Coordinate market research and consumer insight to determine market requirements for existing and future products
- To manage the relationship with external partners, contractors, promoters 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 the events operation.

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	Essential or Desirable?
Good general education, typically to the Higher/A level equivalent	D
University degree	D
Knowledge & Experience	
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"> • Data protection • Charity act • Education act • Employment law • Companies • Licensing • Health & safety (including risk management in licensing & entertainments) 	D
Attributes & Skills	
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
Values & Ethics	
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
Key competencies	
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 _____