

## **JOB DESCRIPTION**

**Job title:** Operations and Events Manager

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**Job Purpose:**

To oversee all operations within Greenwich Students' Union outlets and lead the operational planning and execution of all external venue hire for the new 500 capacity basement venue. To ensure compliance, cost control and revenue growth.

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**Reports to:** Head of Commercial Services and Enterprise.  
**Responsible for:** Retail Manager, Assistant Retail Manager, Assistant Venue Manager, Junior Assistant Manager and all supervisors.

### **Department**

At GSU turn over is £1m through our not-for-profit commercial services. These provide services to students, staff and the local Greenwich population. We provide students at the University of Greenwich and their partner colleges with social spaces to study, make friends, and have fun.

Additionally, the profit generated through our varied income portfolio is invested back into the SU support services for students. We are a Living Wage Employer and a large employer of students putting money back in their pockets to support the cost of studying and living in London.

We have recently moved into the heart of the Old Royal Naval College campus and opened new 500 capacity venue called Lower Deck and a coffee shop called Change. The Operations and Events Manager will be responsible for assisting the Head of Commercial and Enterprise in developing the current offer and controlling all costs associated.

### **Operational Management**

- To have overall responsibility for the effective management of all outlets and ensure the Students' Union and the University maintains its premium reputation.
- To take responsibility for and ensure that the highest standards are always achieved with specific reference to food, service and presentation.
- To ensure excellent presentational standards of the areas and to deal proactively with maintenance issues and ensure good housekeeping.
- To react quickly to changing business patterns and actively manage business costs.
- Ensure adequate staffing levels throughout the day and evening whilst ensuring labour is cost effective and within budget.
- Ensure robust stock control methods are in place.
- Ensure adequate wastage procedures are in place.
- Ensure exceptional levels of food hygiene and cleanliness are maintained in the outlets at all times
- Ensure the licences are adhered to at all times.
- Ensure all events/functions are managed effectively and that clients receive the highest standards of customer care.
- To deputise in the absence of the Head of Commercial Services and Enterprise.

## **Food and Drink**

- Ensure the outlets have a strong range of high-quality food and bar products that suit the outlet's values and generate excellent gross profit.
- Manage partnerships with suppliers, and actively develop new supplier connections in order to continue developing and enhancing the offer.
- Ensure the offer embraces current food and drink trends.
- Lead on stock takes for all outlets.

## **Merchandise**

- Take ownership of merchandise sales, ordering and stocktaking.
- Proactively ensure a consistent level of sales throughout the year.
- Reduce stockholding and research into current merchandise trends to ensure maximum sales.
- Keep website maintained in regard to merchandise.

## **Sales and Events**

- Work closely with Sales and Events manager to ensure a high level of service at all times.
- Work closely with the Sales and Events manager to create an outstanding events package for both internal and external clients.
- Help drive the growing Sales and Events business with Greenwich Students' Union.
- Ensure Outlet Managers are properly briefed, stocked and staffed for all events.
- Attend meetings with Sales and Events manager and participate in show arounds of the venue.

## **People and customer service**

- To lead by example and proactively support the organisations commitment to providing an excellent customer service at all times, being an ambassador for Greenwich Students' Union.
- Ensure the effective recruitment, induction and ongoing training of staff for the venue. The post holder will be responsible for all aspects of staff management, including managing the rota and labour budget.

## **Finance and reporting**

- Responsible for budgeting and the setting and achievement of sales, costs and net profit targets, alongside the Head of Commercial Services and Enterprise.
- To take ownership for the financial results for the outlets. Work closely with the finance team and Head of Commercial Services and Enterprise to review the results and forecasts and make any necessary adjustments.
- Ensure outlets are achieving their KPIs.
- Produce formal reports for presentation at a senior level.
- Ensure payroll paperwork is completed and submitted to the Finance team within the agreed time frame alongside outlet managers.
- Working with the Finance department, ensure cash handling and bank reconciliation procedures are robust and effective.

## **Stakeholder management**

- There will be many stakeholders within the Dreadnought Building. The post holder will have a high-profile role with the building therefore they will need to manage the various organisational needs whilst protecting the business needs of all outlets.

## **Business development**

- Support the organisation's promotional and marketing activity. To work closely with the Marketing and Communications Manager to define brand vision and establish goals for activity. Actively promote the outlets, trial new ideas and improve the prominence of the outlets in the marketplace.
- To work closely with colleagues to analyse client feedback, peer review and key performance indicators and to use this information as a tool to successfully improve customer satisfaction.
- Build relationships with potential clients to develop new business leads.

## **General Responsibilities**

- Represent and be an ambassador for Greenwich Students' Union.
- Be flexible and carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the position.
- Maintain and improve competencies through continuous professional development.
- Abide by organisational policies, codes of conduct and practices.
- Support and promote diversity and equality of opportunity in the workplace.
- Treat with confidentiality any personal, private or sensitive information about individual organisations and or clients or staff and project data.
- Any other duties commensurate with the accountabilities of the post.

## **PERSON SPECIFICATION:**

The post holder will be an ambitious individual who is motivated by a challenge. Someone who is passionate and knowledgeable about food, drink and events, current trends and exceptional service. An infectious person who enjoys building relationships in an optimistic and inspirational way. Trustworthy and believable in their approach. They need to embody the organisations key values which are - Empowering, Courageous, Dedicated, Trusted and Approachable.

## **Knowledge/Experience**

- Experience of running bars and/or venues.
- Some experience in retail including online sales.
- Regulatory requirements and best practice guidance relating to:
  - Licensing regulations, statutory regulations
  - Food Hygiene
  - Customer Service
  - Health and Safety
- Experience of implementing changes to increase growth within a food and drink environment.

- Experience of recruiting, inducting and training new team members in a catering environment.
- Experience of working with suppliers of goods and services, including contract negotiation.
- Management experience at a senior operational level.
- Experience relating to contracting and performance management.

#### Skills

- Excellent management skills and the ability to motivate and develop a team.
- Excellent organisational and planning skills.
- Proficient in the use of Microsoft Office, particularly Excel and Word.
- Strong time management skills.
- Strong interpersonal skills, with the ability and confidence to interact effectively with a wide range of people from different backgrounds.
- Have a full, clean driving license, although not essential.
- Have experience in the events field at an operational management level.

#### Qualifications

- Level 3 Food Safety & Hygiene.
- Personal License.

#### CONDITIONS:

Contract	Permanent
Hours	37 hours per week
Annual Leave	25 days holiday plus bank holidays In addition, 'privilege leave' over the Christmas and New Year period is also given
Notice period	3 month
Probation Period	6 months
Benefits	

- Leave entitlement increases by 1 day each year for a maximum of 5 years;
- The SU offers a contributory pension scheme. SU contribution rate is 4% to 6% the employee minimum rate is 5% to 7%;
- Parking and Season Ticket Travel loan available;
- Contribution to eye test and prescription lenses;
- We are committed to facilitating a healthy work-life balance and offers flexible working policies and time off for volunteering, which is also a commitment to continued professional development