

Recruitment Pack

Assistant Venue Manager

Dear Candidate,

📍 avery hill 📍 greenwich 📍 medway

Thank you for taking an interest in this role at Greenwich Students' Union (GSU).

GSU is a charitable organisation which plays a crucial role in the experience of over 20,000 students who attend the University of Greenwich. Our job is to ensure that students have a great time and Greenwich and we empower them to change the world.

We have three main departments here at GSU: Membership Services, Commercial Services, and Support Services. These services spread across three campuses with our main offices being based at Greenwich and Avery Hill in Eltham and Medway in Kent.

As the Assistant Venue Manager in our Student Union, you will play a crucial role in supporting the Commercial Management team in leading and overseeing all aspects of our food and beverage outlet. This hands-on operational role requires you to work well under pressure, possess exceptional organisational skills, be a great leader, and have a genuine passion for events.

You will be responsible for assisting in the management of a diverse team, ensuring exceptional customer service, and maintaining high operational standards within the venues. Your efforts will directly impact the student experience, contributing to the success and sustainability of our Commercial Services

Opening: W.C 27th July 2026

Closing: 14th August 2026

Interviews: W.C 17th August 2026

Salary: £30,447.78 - £34,267.98*

Hours of work: 35h per week

**** New starters will be placed on the bottom spine point of their grade. If you would like more information on our Pay Policy, please let us know.***

The following pages contain a summary of the principal terms and conditions, key dates in the recruitment process and some information about the Students' Union. Please check you have downloaded everything you need to complete your application and return it electronically.

Good luck with your application and I look forward to meeting you.

Best wishes,

Trish Tomczynska

Commercial Operations Manager



GSU PLAN 2026

BECOME YOUR BEST

OUR NEW STRATEGY

GSU PLAN 2026

BECOME YOUR BEST

At Greenwich Students' Union (GSU) we're proud to have made transformative change over the last few years by acting on student feedback and working with our members to make our democracy more accessible, develop the quality and scope of our member services, improve our physical spaces and transform our communication methods.

Recently recognised as a Quality Students' Union, GSU now has an established physical footprint at our three campuses in Avery Hill, Greenwich and Medway, supported by our online spaces.

Our new strategy - GSU Plan 2026 - sets out our action plan that will take us into our next phase of development, ensuring our members are able to shape future opportunities and services. Our role as a Students' Union is to continually evolve our offer for the members of today and future generations.

We have one goal by 2026; supported by GSU and our services, our students to become their best at Greenwich and beyond.

We will focus our team and our time to represent student interests, working with our members to ensure you have access to:

- The best quality and inclusive education.
- Develop skills to be life ready.
- Be the best you can be while they study.
- Find where you belong at Greenwich.
- Take actions to protect our planet together.

Click here to read our plan in full - greenwichsu.co.uk/gsuplan2026

Our Services - Membership

Student Representation

Involvement with Student Assembly, campaigns, Elections and members representation;

Advocacy and Policy

Provide advice to all our members regarding academic process, housing, money and other issues. We work proactively to prevent student issues arising and secure an early intervention if needed.

Student Activities

Encompasses Societies, Sports groups, Academic Communities, Awards, Varsity and much more;

Employability and Volunteering

Identifying opportunities and providing support.

Finance

Central team responsible for financial activity and support across the Union.

Marketing

Supports communication activity for GSU and all its services, events and activities.

Organisation Development

Looking after HR, governance and training across GSU.



Our Services - Commercial

Lower Deck in Greenwich

The best student bar in Greenwich.

Tudor Café in Avery Hill

Selling takeaway food and coffee, snacks and confectionery, merchandise, groceries and toiletries.

The Hill in Avery Hill

Your home bar at Avery Hill

The Deep End in Medway

Selling hot food and drink, as well as grab-and-go options.

Greenwich Lookbook

Our shop selling University branded merchandise online and in our merch store in Greenwich.

Flagship Events

Offering venue hire in the heart of Greenwich and Medway



Staff Benefits

HOLIDAYS:

25 days per annum
8 bank holidays
3 free days over the winter holidays
Additional 1 day for every year at GSU
(up to 5 years)

MISC LEAVE:

1 day off to move to a new house
1 day off for wedding attendance of immediate family
1 day off to attend funeral
3 days off for death or serious illness of immediate family
Study/exam leave
Health appointments
Parental & carers leave
Sick dependents leave
Generous sickness leave pay
Generous maternity and paternity leave pay

PENSION:

Employee contribution: 5 – 7%
Employer contribution: 4 – 6%

MISC BENEFITS:

Parking permit loan
Travel loan
Eye test and contribution to lenses
Insurance – death in service
Training/staff days
Flexible working

MISC PERKS:

Free large soft drinks (post mix) in the Lower Deck and The Deep End
Student prices on hot drinks in Lower Deck and Tudor Café
Student prices in Lower Deck and the Deep End on all applicable menu items
Free venue hire at Lower Deck
Tea, coffee and milk in offices

Application Process

Your application is very important, as the information you provide will be used in deciding whether or not you will be shortlisted for interview. The following advice is designed to help you complete it as effectively as possible. This is part of our commitment to ensuring equal opportunities for job applicants.

Greenwich Students' Union (GSU or SU) wholeheartedly supports the principles of equality and diversity in employment and service delivery. We aim to encourage, value and manage diversity and we recognise that talent and potential are distributed across the population. Not only are there moral and social reasons for promoting equality of opportunity, it is in the best interest of this organisation to recruit and develop the best people for our jobs from as wide and diverse a pool of talent as possible.

TIMELINE FOR RECRUITMENT

At GSU we aim to have our recruitment processes as clear and structured as possible. Ideally, we have our advert listed on various websites for one month. Following the deadline date, we will aim to shortlist within a week. Once shortlisting has been completed, the successful candidates will be informed and given an interview date a week ahead. This will allow our successful candidates the opportunity to prepare and make arrangements.

PLANNING YOUR APPLICATION

When planning to submit your application, read through the material provided, including the job specification and recruitment pack.

PERSONAL SPECIFICATION

The Person Specification is the list of criteria or requirements needed for the post. To be shortlisted you have to fulfil each of the essential points marked 'Application', demonstrating your abilities by giving examples. The strongest applications will detail with examples how candidates meet all of the criteria, including drawing on previous experiences and transferable skills. Remember that voluntary work or work at home can be as valuable as paid employment.

Application Process

COMPLETING YOUR APPLICATION

Step 1: To apply use our online recruitment portal setting out how your experience, skills and values equip you for the role. In addition, you can submit a CV if you wish to do so.

Step 2: Complete the Equal Opportunities Monitoring information within the application for,. This is not disclosed to recruiting manager or shortlisting team.

Step 3: Please submit in time for the stated closing date. Please note that applications received after the closing date will not be considered.

SHORTLISTING

All applications will be sent to the selected recruitment panel who make their preferred selection based on the requirements that meet the personal specification. Candidates who meet the criteria are shortlisted for an interview.

INTERVIEWS

The interview panel will normally be formed of 3-4 staff members who will ask questions based on the values and competency required for the role. For some roles you may also be asked to participate in a task or presentation. The applicants will be informed of this ahead of their interview date. If you are not able to attend the interview, we cannot guarantee that an alternative date will be offered. The Panel will consider requests for alternative dates as they arise.

Job description and Personal Specification

Duty and Key Responsibilities

Operational Management

- Support the Commercial Operations Manager and Commercial Management Team in the day-to-day operation of all food, beverage and events within Lower Deck and other Greenwich Students' Union spaces.
- Take an active role in leading operational shifts, ensuring venues operate safely, efficiently and in line with organisational standards.
- Ensure the delivery of high-quality food, beverages, events, and service to meet the expectations of our diverse student community and visitors.
- Assist in managing maintenance issues and maintaining cleanliness, presentation, and a welcoming atmosphere in the venues.
- Work with the Commercial Management Team in stock management, ensuring availability, correct stock levels, and achieving gross profit margins.
- Ensure beverages are served in compliance with licensing regulations and company policy.
- Participate in maintaining high levels of presentation across our bars and spaces.
- Engage with customers and provide support to the team during service.
- Assist in implementing efficient roster management to ensure effective operational cover and staffing during peak hours and events.
- Help ensure casual staff receive appropriate induction, training, appraisal, and supervision.
- Monitor staff deployment and expenditure to maintain excellent service within budget.
- Support the Commercial Operations Manager in providing suitable instruction and direction to staff for delivering bars and entertainment services in line with policies.
- Aid in responding quickly to changing business patterns while managing costs and staffing levels within budget.
- Assist in completing departmental operating plans, strategic reviews, and KPI reports as required.
- Work with the Commercial Management Team in recruiting, training, and leading a skilled team of food service professionals.
- Support staff development through ongoing training, performance evaluations, and regular feedback sessions.
- Assist in running team incentives to promote sales and upselling.

Food and Drink

- Work with the Commercial Management Team in continuously reviewing and enhancing our food and beverage offerings to align with student preferences and market trends.
- Support the management of relationships with vendors and suppliers to ensure a consistent and reliable supply chain.
- Be knowledgeable about the products sold and be able to make recommendations to customers.
- Participate in running offers and promotions at the correct times.

Job description and Personal Specification

Duty and Key Responsibilities

Event Planning and Coordination

- Take a Lead in planning and coordinating special events and functions held within the food and beverage outlets.
- Collaborate with event organisers and clients to understand their requirements and deliver exceptional service during events.
- Ensure timely and appropriate preparation and layout of the venue for events/bookings.
- Collaborate with the Marketing coordinator on Social Media posts of events and venue functions.
- Ensure all administration that you are responsible for is carried out in the correct manner.
- Control admission procedures to the premises in line with the legal requirements and policies of GSU.

Finance and Reporting

- Assist in managing department budgets and expenses.
- Prepare incident, accident, and end-of-day reports.
- Work with the Commercial Management Team to set and achieve financial targets and budgets for the outlets.
- Comply with GSU's Financial Regulations, Standards, and Procedures, particularly in relation to stock control, purchasing, timesheets and payment of contractors and artists.
- Ensure prompt submission of relevant financial information to the finance department.

Health, Safety, and Compliance

- Work within licensing, health, and safety policies, safeguarding, hygiene and other regulations pertaining to the operation of the venue, ensuring all staff are trained appropriately.
- Support the Commercial Operations Manager in maintaining strict adherence to food hygiene and safety standards, conducting regular checks to ensure compliance.
- Contribute to written risk assessments for all events in line with policies and procedures.

General Responsibilities

- Represent and be an ambassador for GSU.
- 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 workplace liberation, diversity, equality, and inclusion of opportunity.
- Treat with confidentiality any personal, private, or sensitive information about individual organisations, clients, staff, and Project data.
- Actively seek better ways to assist GSU in becoming a more sustainable workplace.
- Any other duties commensurate with the accountabilities of the post

Essential Attributes

- Previous experience as a supervisor or Assistant Manager with significant industry experience in high-turnover venues, covering a comprehensive range of events.
- Experience in managing a varied staff team, demonstrating strong leadership and team development skills.
- A proven track record of successfully working towards financial targets and the ability to understand budgets in an evolving marketplace, showing adaptability and business acumen.
- Experience in managing and developing a complex and diverse range of activities showcasing creativity and imagination.
- Exceptional customer service and creating a welcoming environment for students.
- Excellent communication skills and a positive attitude while interacting with clients and co-workers.
- Excellent self-motivated problem solver, with the ability to meet deadlines effectively.
- Ability to handle difficult or conflict situations and communicate effectively both orally and in writing at all levels.
- Excellent time management, organisational, and planning skills.
- Demonstrated accountability, responsibility, reliability, and amenability.
- Familiarity with relevant software and tools for managing schedules, inventory, and reporting.
- Proficiency in Microsoft Office, particularly Excel and Word, as well as an understanding of social media platforms.
- Must be willing to work late nights and weekends as required.

Desirable Attributes

- Formal relevant catering qualifications – Health and Safety Level 3, First Aid etc.
- Corporate hospitality, events, and entertainment experience.
- Good experience in managing health & safety and security legislation.
- Technical understanding of lighting, sound, and other production equipment.
- Understanding and knowledge of working within the student sector.

Personal Attributes and Other Requirements

- All Commercial Services staff may be asked to work at other campus outlets on an ad hoc basis to assist with day-to-day operations and events.
- Innovative and forward-thinking approach to continued improvement.
- Able to travel extensively within the Borough and Region.
- Able to work unsociable hours and stay overnight where necessary.
- Work well in a team with a flexible approach to work.
- Commitment to anti-discriminatory practice and equal opportunities.
- An ability to apply awareness of diversity issues to all areas of work.
- Commitment to the values and ethos of the Organisation.