

Recruitment Pack

Venue Manager - Greenwich

Dear Candidate,

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.

The Venue Manager has overall responsibility for the delivery of food and beverage services, events and evening/late-night trade, including operational control of external events in the venue. The role has responsibility for the continued development of the venue's events programme; including but not limited to existing club nights and student-led events.

Opening:	03/10/2025
Closing:	27/10/2025 (Midnight)
Interviews:	W.C 3rd November 2025
Panel:	Commercial Operations Manager S&E Manager GSU Officer
Salary:	£33,887.22 - £38,140.88
Hours of work:	35 hours per week

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.

If you would like to have an informal chat about this opportunity, please contact me at p.w.tomczynska@greenwich.ac.uk.

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

Our bar in The Dome in Avery Hill, open for bespoke events for the Avery Hill community.

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 Avery Hill, 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 2-3 days. 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 send a recent copy of your CV and a covering letter, no greater than two A4 pages, setting out how your experience equips you for the role. If you do not submit a covering letter, you will be prompted to do so.

Step 2: Submit your completed application by the deadline as stated, remember to keep a copy for reference. We prefer to receive applications electronically; however, we will consider handwritten applications in black ink.

Step 3: Please also complete and return the Equal Opportunities Monitoring Form. Please note that applications received after the closing date will not be considered.

SHORTLISTING

All submissions are sent directly to our recruitment desk, who save and anonymise them, ready for the recruiting manager to review. 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

Job Purpose:

The Venue Manager has overall responsibility for the delivery of food and beverage services, events and evening/late-night trade, including operational control of external events in the venue. The role has responsibility for the continued development of the venue's events programme; including but not limited to existing club nights and student-led events.

You will work closely with the Commercial Area Manager to ensure the success of the Union's bar operations and the staff that work for them. Integral to this is the effective management of student staff, ensuring business as usual runs smoothly (venue opens & closes), the venue is stocked appropriately, ensuring exceptional customer service, maintaining high operational standards, fostering excellent working practices from the venue staff teams, along with appointed security contractors and adhere to Health & Safety.

Responsible to:

Commercial Operations manager

Responsible for:

Supervisors, Team Leaders, Tech Assistants, Team Members and contracted SIA staff

Location/s:

Mainly based at Greenwich Campus; travel required to Avery Hill and Medway campuses.

Department/Service:

The Venue Manager is part of the Greenwich Students' Union Commercial Services. At GSU, we turn over £1m through our not-for-profit commercial services that provide services to students, staff, and the local population. We provide students at the University of Greenwich 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 studying and living costs in London and Kent.

Hours of work:

35 hours per week (Full-time)

Salary:

£33,887.22 - £38,140.88* per annum

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

Notice period

One month

Duties and Key Responsibilities

Operational Management

- Be the venue operations senior member of staff, actively engaging with customers and providing feedback and support to the team during service.
- Ensure you and the team deliver high-quality food, beverages, events, and service to meet the expectations of our diverse student community and visitors.
- Placing orders to ensure stock is available, that stock levels are correct, that gross profit margins of food 50% and drinks 73% are achieved.
- Ensuring all beverages are served in quantities as per licensing regulations and company policy.
- Undertake daily supervision of staff, monitoring and seeking to improve working practices.
- Maintain a high level of organisation, hygiene and cleanliness in all venue areas and adjacent thoroughfares, including but not limited to equipment storage, back of house/cellar maintenance and cleaning routines.
- Guide staff working in the venue, in healthy and safe working practices, including but not limited to fire safety, evacuation procedures, manual handling, COSHH, and Food hygiene.
- Provide venue wide training on licensing or any other element relating to your job role or as reasonably indicated by your line manager.
- Responsible for staff rotas ensuring staffing levels are cost effective, within budgeted ratios and without jeopardizing standards of customer care and safety.
- Responsible for recording staff hours and dealing with other payroll documentation/issues.
- Responsible for the recruitment, induction, training, development (including appraisal where appropriate) and if necessary, discipline of all staff within the department always adhering to Student Union policies and procedures.
- Monitor staff performance and correct problems where necessary in line with reporting, keep your line manager informed of all relevant staffing matters.
- Respond quickly to changing business patterns, while effectively managing costs and staffing levels within budget.
- Foster and maintain a good working relationship and clear communication channels with other managers and officers of the Union, most notably the Commercial Area Manager and Sales and Events Manager.
- Work closely with the Commercial Marketing Coordinator to effectively promote the venue to students and the general public.
- Running team incentives to promote sales and ensure upselling is an everyday practice.

Bar Management

- Manage the cellar and other stock areas controlling the transfer of stock, and keeping the cellar, adjacent areas, equipment and pipes clean and in good working order.
- Work with the Commercial Area Manager to ensure sufficient stock levels of approved products, appropriate display and use of stock, regular stocktakes and minimal wastage.
- Fully understand the role played by NUS Services Limited or other purchasing consortiums and keep up to date with the services and support available from them. Ensuring any offers and promotions are run at the correct times.
- Manage relationships with vendors and suppliers to ensure a consistent and reliable supply chain..

Duties and Key Responsibilities

Venue and Events Management

- Supervise, or delegate supervision of the opening and closing of Venue spaces.
- Undertake or delegate daily supervision of the venue and venue team, maintaining the highest levels of customer service and if necessary, undertaking the duties of a member of the venue staff team.
- Develop and deliver weekly entertainment that compliments venue operations and income.
- Take the operational lead on all events booked in by the Sales and Events Manager.
- Collaborate with event organisers and clients to understand their requirements and deliver exceptional service during events.
- Evaluate and critically analyse all events before their delivery to ensure success.
- Attend weekly meetings with the Sales and Events Team to ensure client needs are understood, met and discussed.
- Ensure the safety of attendees, Students' Union staff, contractors and the general public at events.
- Ensure the security and safety of venue equipment, stock and spaces including the implementation of security controls and checks.
- Be the venue's licensing expert, maintaining an up-to-date knowledge of current licensing issues.
- Responsible for the contracts, operation, cleaning and maintenance of all venue equipment, fittings and fixtures.
- Liaise closely with the facilities management team regarding the repair, maintenance and improvement of the venue and related areas.
- Responsible for developing the range of stock held, ensuring the offering is fit for purpose for our members and other venue users.
- Have sufficient technical knowledge to support event set up for DJs, live music and other performance activities and/or to ensure the team is sufficiently trained to fulfil this role.

Health, Safety, and Compliance

- Ensure that the Student Union's Health and Safety Policy, and appropriate Health and Safety legislation is adhered to at all times and to provide leadership in health and safety management for the venue team.
- Ensure compliance with licensing regulations and safety guidelines for all events.
- Ensure at all times the health and safety of all users of the venue, staff, customers and visitors. This will include working to ensure that the Union's code of conduct and house rules are adhered to and assisting with any required student disciplinary matters.
- Act as a first aider and fire marshal for the venue.
- Ensure all equipment used in all operational areas is in safe working order, stored appropriately and deployed only by those who are trained in their safe operation.
- Ensure all work of the venues is undertaken with compliance to Union policy and procedure, developing such policy and procedure where required to achieve a Best Bar None ranking where such a scheme is available.
- Develop and deliver operational risk assessments

Duties and Key Responsibilities

Finance and Reporting

- Take responsibility for the finances of the venue, ensuring the financial sustainability of weekly club nights and events as they relate to the venue.
- Assist in the preparation of annual budgets and department specific targets.
- Monitor financial performance on a daily/weekly/monthly basis, advising the Commercial Area Manager and Finance Team accordingly.
- Monitor expenses, control costs, and implement cost-effective measures without compromising on quality.
- Collaborate with the Commercial Area Manager to ensure all period targets as agreed are achieved and reports on KPIs created as appropriate.
- Maintain GSU's Financial Regulations, Standards and Procedures at all times, particularly in relation to cash handling, stock control (including promotional and free stock), purchasing, and payment of contractors and artists.
- Ensure all internal transfers and invoices related to events are shared with the finance department ensuring payments are received promptly
- Prepare incident, and accident reports, ensuring end of night reports are prepared by the closing team.
- Ensure all paperwork related to stock take is prepared and ready prior to the stock take, and ensure support to the external stock takers is offered on the day.
- Work with the Commercial Area Manager to formulate the Student Union's annual product and pricing strategy for the department, ensuring GP% targets are met and providing reports throughout the year of any relevant issues or changes.
- Record usage data, footfall data, and entertainment information as required for monitoring the venue's performance in monthly reports for the Area Manager.

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

Personal Specification

Essential Attributes

- Proven management experience working in licensed trade or associated environment, with event management or coordination and supervision of staff.
- Good understanding of numbers in relation to finance, adhering to financial systems and processes, including record keeping and stock control.
- Good understanding of health and safety issues, particularly related to events and venue operations.
- First aid trained (or willingness to become first aid trained).
- Personal License holder (or ability to become one).
- Ability to problem solve in innovative and cost-effective ways.
- Ability to work effectively on own initiative and team working.
- Ability to communicate clearly, concisely, and openly in all interactions. Must also demonstrate a positive attitude while communicating with clients and co-workers.
- A passion for providing excellent customer service, customer welfare orientated and creating a welcoming environment for students and/or staff.
- Excellent understanding of the event industry particularly in relation to students and late-night, box office and event entry management.
- Excellent time management, organisational, and planning skills.
- Familiarity with relevant software and tools for managing schedules, inventory, and reporting.
- Proficient in the use of Microsoft Office, particularly Excel and Word, as well as an understanding of social media platforms
- Ability to engage, motivate, train and develop a young team.
- Strong interpersonal skills, with the ability to deescalate conflict and confidence to interact effectively with a wide range of people from different backgrounds.
- Must be willing to work late nights and weekends.

Desirable Attributes

- Formal relevant catering qualifications – Health and Safety Level 2
- HR experience, including Recruitment of staff and performance management.
- Bars management, events management and Health & safety qualification
- Basic technical knowledge of entertainment equipment such as lighting, sound, and other production equipment.
- Understanding and knowledge of working for a charity and/or within the student sector.
- Managing a budget.
- Use of EPOS software.
- Working with external contractors for example goods suppliers and security management
- Commitment to anti-discriminatory practice and equal opportunities.
- A full, clean driving licence.

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.
- Prepared to work unsociable hours and stay overnight where necessary.
- Work well in a team with a flexible approach to work.
- Professional approach, attitude and desire to work for a charity.
- Commitment to the values and ethos of the Organisation.