

**JOB DESCRIPTION**  
**Vacancy Ref: N514**  
**Sugarhouse Senior Venue Assistant**

	<b>Present Grade: 4S</b>
<b>Department/College:</b>	Lancaster University Students Union (LUSU)
<b>Directly responsible to:</b>	Venue Manager/Assistant Venue Manager in the Venues Managers absence
<b>Supervisory responsibility for:</b>	Student Staff team members
<b>Other contacts</b>	
<b>Internal: Venue staff</b>	
<b>External: Delivery Personnel, Cleaners, Licensing authorities, Suppliers</b>	
<b>Major Duties:</b>	
To assist in the general operation, set up and maintenance of the Venue, serve customers and ensure the effective and customer focused operation of the bar during openings. Key responsibility for supervising student members of staff that work during operational opening hours.	
<b>Major Duties:</b>	
<ol style="list-style-type: none"> <li>1. To carry out the appropriate cleaning, stocking and setup of bar operations for each opening.</li> <li>2. To make and place stock orders and ensure deliveries are accepted according to LUSU procedures referring to the Venue Manager when necessary.</li> <li>3. To monitor general damage and problems to the property and to 'make safe' or arrange for day to day repairs to be carried out, referring any complex issues to the Venue Manager</li> <li>4. To supervisor and manage student staff members in prep times and during openings.</li> <li>5. Be accountable for, adhere to and uphold operational procedures relating to: <ol style="list-style-type: none"> <li>a. Cash handling</li> <li>b. Till operations</li> <li>C. Open and Closing</li> <li>d. Cash and stock security</li> <li>e. Stock control &amp; EPOS systems</li> <li>f. Merchandising &amp; promotion</li> <li>g. House keeping</li> <li>h. Health and safety &amp; legislative compliance</li> <li>i. Customer service</li> </ol> </li> </ol> <p>Any other appropriate procedure or process as specified by the Venue Manager.</p> <ol style="list-style-type: none"> <li>6. To maintain high levels of customer service, projecting a positive image of the venue to customers at all times.</li> <li>7. To effectively communicate any operational issues to the Venue Manager in a timely and appropriate manner and to attend meetings as and when required</li> <li>8. To contribute to the improvement of the venue's service through constructive feedback to the management regarding customers' attitudes and perceptions of the venue and services.</li> <li>9. To assist the Venue Manager &amp; Marketing and Promotions Manager in preparing the venue for visiting bands and entertainment.</li> <li>11. To implement compliance (legal and health &amp; safety) opening and closing procedures and maintain such documented evidence of daily/weekly checks.</li> <li>12. To carry out staff training, and assess student staff performance against a set of incentive measures referring to the venue manager when needed.</li> <li>13. To be responsible and accountable for all aspects of money, stock control and operations during each opening, Seeking guidance from the venue manager when needed.</li> </ol>	

14. To ensure the provision of relevant and timely EPOS or other relevant Management information as requested by the Finance Office, NUSSL or /and Venue Manager.
15. To stock, order and price goods in-line with LUSU policies.
16. To carry out 'own' projects on personal initiative, seeking advice and guidance when required from The Venue or Assistant Venue Manager.

In addition to the above, to carry out any such other duties comparable in responsibility, as may be directed by the Venue Manager and/or the relevant Line Manager.