

**JOB DESCRIPTION**

Sugarhouse Deputy Manager

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| **Job Title:** Sugarhouse Deputy Manager | **Present Grade:** 5 |
| **Department/College:** Lancaster University Students’ Union | |
| **Directly responsible to:** Sugarhouse Venue Manager | |
| **Other contacts** | |
| **Internal:**  Chief Executive Officer; Financial Controller and Team, Communications Manager and Team, Full time Executive Officers; Other Students’ Union Staff | |
| **External:**   Suppliers; Security Company, Performers, Event Promoters, Licensing officials, Police, Graphic Designers, Brand managers/representatives and others as necessary | |
| **Purpose of the Role: To Deputise for the Sugarhouse Venue Manager.** To assist in the general operation, set up and maintenance of the Venue ensuring an effective customer focused operation. To help develop the events and promotional activities of the Sugarhouse alongside the Venue Manager, with a focus on building relationships among our current and prospective student customer base.  Directly responsible to the Sugarhouse Venue Manager for supporting customer-focused, procedurally compliant and safe nightly operations at the Sugar House. | |
| **Major Duties;**   1. To support the effective delivery of the club night/events programme at the Sugarhouse, supporting the Venue Manager with:    1. The input of ideas for improvements to current student club nights    2. Development of new and exciting activities for the Sugarhouse student events calendar    3. Developing external events to extend the offering of entertainment to both students and the wider Lancaster community. 2. To carry out appropriate opening preparations based on the club’s events programme:    1. Bar stocking and set up    2. Door entry/admissions    3. Entertainment – décor/theming/artiste liaison    4. Compliance opening/closing procedures and maintain required documentary evidence. 3. To create and build relationships benefiting Sugarhouse with student groups (Club & Societies, JCRs, wider student groups), internal contacts (Student Union staff, University staff) and external contacts (event promoters, DJs, industry peers, Brand Managers). 4. To support the Venue Manager in supervising the Sugarhouse Assistant Manager, and the Sugarhouse Venue Administrator. Helping to monitor and co-ordinate their workload and support their professional development. 5. Manage stock control including:    1. Completing full venue stock counts on a monthly basis    2. Compiling monthly reports based on stock results and communicating to the Sugarhouse Management team, the Sugarhouse student staff and Student Union Management.    3. Ordering necessary stock and receiving weekly deliveries    4. Cellar management, including Health and Safety responsibilities    5. Identifying problem areas and carrying out investigations    6. Weekly line counts on problem lines 6. Coordinate marketing activity for the venue including:    1. Supervision of Sugarhouse promotional student staff members.    2. Recruitment and development of student Marketing Supervisor    3. Maintain and proactively update elements of the venue’s social media accounts    4. Liaise with the Student Union & external Graphic Designer to produce engaging and appropriate promotional artwork 7. To supervise and manage student staff in preparation times and during openings, maintaining high levels of customer service and positive image of the Venue and Students’ Union.    1. To be responsible for the training and development of student staff    2. To co-ordinate with ERS to oversee the recruitment process of student staff    3. To be responsible for the induction process and completion of staff paperwork 8. To be accountable for nightly cash and stock control alongside other members of the Management team. To raise purchase orders and manage invoices within your assigned financial budget/authorisation, and ensure financial guidelines are being followed. 9. Ensuring all Health and Safety policies and procedures are followed at the Venue, and to be responsible for Safety, Security and Licensing where appropriate and in the Venue Mangers absence. 10. Support the general upkeep of the building ensuring a clean, well-maintained and safe environment for staff and customers and maintain required documentary evidence. 11. Receiving and dealing with enquiries, telephone calls and emails. This includes the resolution of problems and dealing with complaints using own initiative. 12. Undertake professional development, including annual appraisal and any other duties as required. 13. To Deputise in the absence of the Sugarhouse Venue Manager/DPS, to be the personal license holder responsible for the Venue, running the operation in line with agreed policies, procedures and practices.   **Students union policies and standards**   1. Understand the Unions constitution, policies and procedures, and ensure they are adhered to in your work. 2. Work to ensure that the Union is a safe, sustainable and fair organisation for our staff, students and others we engage with. This will include;    1. Safeguarding. Ensure understanding of the Unions Safeguarding procedures, and how they impact on and apply to your area of work. Ensure vigilance and consistency in recognising and reporting safeguarding concerns.    2. Data protection. Ensure that all data protection and information security policies and procedures are followed at all times.    3. Health and Safety policy and procedures. Ensure a thorough understanding of all relevant Health and Safety requirements within your area of work, including appropriate contributions to Risk Assessments, and adherence to Manual Handling arrangements.    4. Equality, Diversity and Inclusion. Understand, uphold and champion the Union’s commitments to equality, diversity and inclusion in everything you do.    5. Sustainability policies and procedures. Understand, uphold and champion the Union’s policies and commitments to sustainability.   **General responsibilities of Union staff.**   1. As a member of Students’ Union staff, behave in such a way as to reflect the values and objectives of the Union, modelling these for all students as appropriate, and effectively representing the organisation at all times. 2. To undertake any other duties commensurate with the level and nature of the post and the goals of the Students’ Union, and follow Union policy to support the achievement of its wider mission and goals.   **Notes**   * As this is a new role, some aspects of it may need to change according to organisational needs. * It should be noted that this post is based at The Sugarhouse in Lancaster City Centre, not at the University campus, and you will be required to work outside of normal office hours. * The nature of the role will also mean you will work more hours during term time and commensurately less over vacation periods. | |
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