

# Venues Supervisor Role Profile

SUSU's vision is that: **Every student loves their time at Southampton.** We exist to:

- Help Students find friendship groups
- Help students complete their degree programmes
- Give students a voice in the University and wider community

Your role is contributing towards achievement of this vision is described below:

## Main Purpose of Role:

- 1) **Ensure great operational standards.**
- 2) **Ensure the venue is a clean and safe environment.**
- 3) **Contribute towards ensuring our students have positive experiences in our venues.**

**Responsible to:** Deputy Venues Manager  
**Responsible for:** Student Staff (Various Roles)  
**Grade:** Grade 2

## Main Duties of the Role

### Contribute towards ensuring our students have positive experiences in our venues

- Ensure you and the staff in the venue prepare and serve all drinks in the accordance with the Weights and Measures Act of 1985.
- Ensure you and the staff in the venue prepare and serve all drinks to standards laid out by the management team. Including but not limited to, correct glassware, correct level of foam on a draught product, correct temperature for hot/cold drinks etc.
- Ensure you and the staff in the venue prepare and serve all food in accordance with Food Hygiene requirements and standard operating procedures when applicable.
- Ensure all stock is replaced and rotated in the correct manner, paying particular attention to the first in, first out principle and best before dates to minimise wastage.
- Record any wastage and ullage according to the relevant procedure.
- Ensure you and the staff in the venue prepare any venue specific food and drink to the standards laid out in the standard operating procedures. This may include, but is not limited to, barista coffee and cocktails.
- Receive orders and deliveries, checking them for accuracy and ensuring they are stored away correctly, safely and in a timely fashion, with date rotation.
- Change a draught keg safely and efficiently ensuring date rotation and correct PPE used.
- Take an active role in training student staff in appropriate tasks and activities including many of those listed in this role profile. These will include but are not limited to food and drink operational standards, food and health & safety procedures, customer service principles.

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- Act as a liaison between F&B and other SUSU departments or colleagues for small scale events or activities.
- Create stock and consumable orders to be signed off by the Deputy Venues Manager.

## **Ensure the venue is a clean and safe environment.**

- Ensure the completion all relevant due diligence for the shift when applicable.
- Conduct regular checks of each of the different areas of the venue to ensure they are safe, clean, and tidy. Including but not limited to, ensuring that the floor is clear of obstructions, spillages are dealt with, and stock is safely stored.
- Take steps to immediately deal with anything that becomes a health & safety hazard and escalate if required.
- Ensure you and the staff in the venue use all equipment for its intended purpose in a safe manner, where appropriate training bar workers what this looks like.
- Stay up to date with SUSU training.
- Complete SUSU incidents forms for incidents, accidents and near misses as required.
- Follow up with people affected by incidents, accidents and near misses to check on their welfare. Escalate to appropriate person where necessary.
- Where applicable, work with the security contractors and welfare assistants to ensure a coordinated and effective approach to maintaining a clean and safe environment.
- Ensure COSHH procedures are followed by the team and that chemicals are stored securely and safely.
- To be trained in First Aid and administer when required and appropriate.
- Act as the keyholder for SUSU buildings and ensure they are secured correctly when you are the closing staff member.
- Always ensure the security of the keys when they are in your possession

## **Contribute towards ensuring our students have positive experiences in our venues.**

- Lead the team on shift to ensure they are following best practice as laid out in documents such as, but not limited to, the Standard Operating Procedures for venues and the mystery shopper template.
- Being responsible for ensuring that absences and illnesses are covered, when possible, when they occur on shift.
- Encourage, coach, and support staff members on shift in their efforts to provide excellent customer service and create a welcoming and inclusive atmosphere for all customers.
- Ensure the team are aware of all appropriate SUSU initiatives and/or campaigns such as Ask for Angela, SUSU Safe, Zero Tolerance and others.
- Report ad hoc feedback and ideas received from students to the wider management team to improve the student experience.
- Deal with any customer complaints in a calm and professional manner and feedback or escalate to a more senior member of staff when applicable.

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- Accurately process refunds or exchanges follow guidelines laid out by the management team.
- Ensure the venue opens on time to the correct standard as laid out in the standard operating procedures.
- Ensure the venue closes at the correct time and that it is left in a safe, clean, and tidy state as laid out in the standard operating procedures.
- Help to foster a positive and supportive work environment that encourages teamwork, open communication, and a culture of respect and appreciation.
- Work closely with staff members to identify and address any issues or concerns they may have, and to provide the necessary support and resources to help them succeed. Escalate if necessary.
- Act as a liaison to other SUSU departments or external contractors for events happening in the venues, helping to ensure a safe and successful event.

## **Contribute to the overall effectiveness of the Union by:**

- Participating in and driving personal learning and development.
- Attending all meetings and training events, as required.
- Ensuring that statutory and legal obligations are met.
- Supporting the implementation of the Union Strategy, promoting our aims and values through the goals of the department.
- Adhering to the SUSU policies, in particular Health & Safety, EDI and safeguarding.
- Contributing to the positive image of SUSU with students, the University, and the local community.
- Working with the team to ensure a full service is always provided, providing cover as necessary.
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives

## Person Specification

We have described below the range of experience, qualifications, knowledge, skills, and attributes we are looking for. We will use this to manage our selection process and to identify any training and development needs once in post.

| KEY/QUALIFICATIONS/EXPERIENCE REQUIRED                                                                             | ESSENTIAL | DESIRABLE |
|--------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| Up to date knowledge food and beverage service best practice.                                                      |           | X         |
| Excellent communication and interpersonal skills to work with people at all levels across the organisation.        | X         |           |
| To have a working knowledge of food and hygiene regulations and demonstrable awareness of HACCP procedures.        |           | X         |
| To hold or be willing to work towards a First Aider at work certificate.                                           | X         |           |
| Enjoy working as part of and leading a team and possess a flexible approach to work.                               | X         |           |
| Commitment to the provision of excellent customer service with a high level of discretion and professionalism.     | X         |           |
| Commitment to and understanding of Equality and Diversity, Ethical and Environmental issues and Health and Safety. | X         |           |
| A commitment to the values and purpose of a Students' Union.                                                       | X         |           |

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| Duties                                                                           | Student Team Member | Student Supervisor | Venues Supervisor | Deputy Manager | Venue Manager |
|----------------------------------------------------------------------------------|---------------------|--------------------|-------------------|----------------|---------------|
| Report any Health & Safety issues to relevant person                             | x                   | x                  | x                 | x              | x             |
| Provide great customer service                                                   | x                   | x                  | x                 | x              | x             |
| Serve food & drink to standards laid out in standard operating procedures        | x                   | x                  | x                 | x              | x             |
| Complete food hygiene level 2                                                    | x                   | x                  | x                 | x              | x             |
| Learn and implement relevant initiatives                                         | x                   | x                  | x                 | x              | x             |
| Learn and implement relevant SUSU policies                                       | x                   | x                  | x                 | x              | x             |
| Keep FOH clean                                                                   | x                   | x                  | x                 | x              | x             |
| Keep BOH clean                                                                   | x                   | x                  | x                 | x              | x             |
| Adhere to COSHH training and regulations                                         | x                   | x                  | x                 | x              | x             |
| Ensure Health & Safety and Food Safety standards are maintained                  | x                   | x                  | x                 | x              | x             |
| Ensure stock rotation                                                            |                     | x                  | x                 | x              | x             |
| Change kegs when needed in a safe and proper manner                              |                     | x                  | x                 | x              | x             |
| Complete relevant daily checklists                                               |                     | x                  | x                 | x              | x             |
| Act as event organiser liaison for small scale events                            |                     | x                  | x                 | x              | x             |
| Staff supervision                                                                |                     | x                  | x                 | x              | x             |
| Qualified first aider                                                            |                     | x                  | x                 | x              | x             |
| Log wastage & ullage                                                             |                     | x                  | x                 | x              | x             |
| Resolve customer complaints including the processing of refunds when appropriate |                     | x                  | x                 | x              | x             |
| Deliver on the job training of team members including shadow shifts.             |                     | x                  | x                 | x              | x             |
| Incident reporting - Health & Safety/accident/other                              |                     | x                  | x                 | x              | x             |
| Receive & process deliveries and report discrepancies to appropriate person      |                     | x                  | x                 | x              | x             |
| Formal incident follow-up with staff/customers                                   |                     |                    | x                 | x              | x             |

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|                                                                        |  |  |   |   |   |
|------------------------------------------------------------------------|--|--|---|---|---|
| Line manage student staff                                              |  |  | X | X | X |
| Draught line cleaning                                                  |  |  | X | X | X |
| Obtain and hold a personal licence                                     |  |  | X | X | X |
| Record stock transfers to other areas of Social Enterprise             |  |  | X | X | X |
| Act as event organiser liaison for small and large events              |  |  | X | X | X |
| Obtain and hold an SIA qualification                                   |  |  | X | X | X |
| Supervise contractors on shifts e.g. security/event talent             |  |  | X | X | X |
| Responsible for finding staff cover / sickness support for your shifts |  |  | X | X | X |
| Conduct pre, post and mid service standard checks of all areas         |  |  | X | X | X |
| Training delivery for all student roles                                |  |  | X | X | X |
| Key holder for SUSU buildings ensuring security of keys at all time    |  |  | X | X | X |
| Create stock orders                                                    |  |  | X | X | X |
| Ensure kitchen standards are always adhered to                         |  |  | X | X | X |
| Complete food hygiene level 3                                          |  |  | X | X | X |
| Consumable ordering                                                    |  |  | X | X | X |
| Staff rota allocation / creation                                       |  |  |   | X | X |
| Placing Stock orders                                                   |  |  |   | X | X |
| Large scale event planning                                             |  |  |   | X | X |
| Training creation / planning                                           |  |  |   | X | X |
| Budget Management                                                      |  |  |   | X | X |
| Process and monitor financial transactions                             |  |  |   | X | X |
| Supplier relationships                                                 |  |  |   | X | X |
| Work with external stock taker to conduct and investigate stock takes  |  |  |   | X | X |
| Formal performance management processes                                |  |  |   | X | X |
| Cascade strategic aims and ensure they're being implemented            |  |  |   | X | X |

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|                                             |  |  |  |  |   |
|---------------------------------------------|--|--|--|--|---|
| Operational planning                        |  |  |  |  | X |
| Budget setting                              |  |  |  |  | X |
| Marketing                                   |  |  |  |  | X |
| Supplier negotiation                        |  |  |  |  | X |
| Overall responsibility for stock management |  |  |  |  | X |

## Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



### Stand Strong

We stand up for students and make sure their voice is heard.

We stand strong when facing challenges and are not afraid to be different. We think big and work to achieve great things.



### Join Together

We are an inclusive and diverse community of students and staff

We join together with each other, the University, and the local community to make a positive difference.



### Take Responsibility

We take action on the issues that matter to students and act with integrity.

We continually work to be more sustainable, challenge discrimination and prejudice. We strive to be a force for good for students and wider society.