

Recruitment Pack

Food and Beverage 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.

As the Food and Beverage Venue Manager in our Student Union, you will be responsible for leading and overseeing all aspects of our food and beverage outlets. This is a hands-on operational role in which you need to work well under pressure, have exceptional organisational skills, be a good leader and have a real passion for events.

Your role will involve managing a team, ensuring exceptional customer service, and maintaining high operational standards. You will have the opportunity to make a positive impact on the student experience and contribute to the success and sustainability of our commercial services.

Opening: 19/04/2024
Closing: 19/05/2024 (Midnight)
Interviews: 28/05/2024
Panel: Head of Commercial Services
Area Manager
GSU Officer
Salary: £31,954 - £35,965
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 b.i.olapade@greenwich.ac.uk.

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

Best wishes,
Jay Olapade
Area 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.

Candy Shack 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:

As the Food and Beverage Venue Manager in our Student Union, you will be responsible for leading and overseeing all aspects of our food and beverage outlets. This is a hands-on operational role in which you need to work well under pressure, have exceptional organisational skills, be a good leader and have a real passion for events.

Your role will involve managing a team, ensuring exceptional customer service, and maintaining high operational standards. You will have the opportunity to make a positive impact on the student experience and contribute to the success and sustainability of our commercial services.

Responsible to:

Area Manager

Responsible for:

Assistant Food and Beverage Venue Manager, Duty Manager, Coordinator, Supervisor, Team Leader, and Casual Staff

Location/s:

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

Department/Service:

The Food and Beverage Venue Manager is part of the Greenwich Students' Union Commercial Services. At GSU, we turn over £1.1m 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:

£31,954 - £35,965 per annum

Duties and Key Responsibilities

Operational Management

- Take full responsibility for the daily operations of all food and beverage outlets within the student union.
- Ensure the delivery of high-quality food, beverages, events, and service to meet the expectations of our diverse student community and visitors.
- Proactively manage maintenance issues, and maintain the cleanliness, presentation, and overall ambience of the venues, creating a welcoming atmosphere.
- Placing orders to ensure stock is available that stock levels are correct and that gross profit margins are achieved.
- Ensuring all beverages are served in quantities as per licensing regulations and company policy.
- Ensuring high levels of presentation across our bars.
- Be the face of the outlets, actively engaging with customers and providing feedback and support to the team during service.
- Implement efficient roster management to ensure adequate staffing during peak hours and events.
- Ensure casual staff have appropriate levels of training and supervision throughout the department(s) and regularly monitor rotas, staff deployment and expenditure to drive excellent service in line with agreed budgets.
- Provide suitable instruction and direction to staff in order to deliver the bars and entertainment services in line with our policies.
- Respond quickly to changing business patterns, while effectively managing costs and staffing levels within budget.
- Complete departmental operating plans, strategic reviews, and reports on KPIs as required.
- Recruit, train, and lead a skilled team of food service professionals, fostering a positive and motivated work environment.
- Develop staff through ongoing training, performance evaluations, and regular feedback sessions.
- Liaise with the Sales and Events team to continually improve the events package for both internal and external clients.
- Running team incentives to promote sales and ensure upselling is an everyday practice.
- Monitor staff performance and correct problems where necessary in line with reporting.

Food and Drink

- Continuously reviewing and enhancing our food and beverage offerings to align with student preferences and market trends.
- Manage relationships with vendors and suppliers to ensure a consistent and reliable supply chain.
- Negotiate favourable terms with suppliers to optimise product quality and cost.
- Ensuring any offers and promotions are run at the correct times.
- Collaborate with the Area Manager to develop a strategic food and drink strategy.
- Work with the Area Manager to conduct annual competitor analysis and deliver pricing strategy reviews.

Duties and Key Responsibilities

Events and Venue Hire

- Plan and coordinate special events and functions held within the food and beverage outlets.
- 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, including customer show around.
- Attend weekly meetings with the Sales and Events Team to ensure client needs are understood, met and discussed.
- Ensure compliance with licensing regulations and safety guidelines for all events.

Finance and Reporting

- Responsible for all department budgets
- Monitor expenses, control costs, and implement cost-effective measures without compromising on quality.
- Collaborate with the Commercial Area Manager to set and achieve financial targets and budgets for the food and beverage outlets.
- Maintain GSU's Financial Regulations, Standards and Procedures at all times, particularly in relation to cash handling, stock control, purchasing, and payment of contractors and artists.
- Ensure the finance department receives all relevant financial information promptly.
- Prepare incident, accident, end of day reports.
- Analyse sales data and trends to identify opportunities for revenue growth and improved profitability.
- Record usage data, footfall data, and entertainment information as required for monitoring the venue's performance in monthly reports for the Area Manager.

Health, Safety, and Compliance

- Maintain safe and comfortable conditions for all team members and visitors.
- Maintain strict adherence to food hygiene and safety standards, conducting regular checks to ensure compliance.
- Implement and update health and safety policies, ensuring all staff are trained appropriately to maintain the venue's 5-star EHO audits achievement.
- Comply with all relevant legal requirements and licensing regulations.
- To complete written risk assessments for all events in line with policies and set procedures.
- Advise the Area Manager in connection with any equipment that may pose a hazard as used by in-house staff and contracted workforce.

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 and equality 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 in a busy food, drink and events operations environment, including working towards financial targets.
- Strong financial acumen and ability to understand budgets.
- Track record of successfully implementing changes to drive growth within a food and drink environment.
- Ability to communicate clearly, concisely, and openly in all interactions. Must also demonstrate a positive attitude while communicating with clients and co-workers.
- Excellent organisational and administrative skills with the ability to work effectively to meet deadlines.
- A passion for providing exceptional customer service and creating a welcoming environment for students.
- Experience working with suppliers of goods and services.
- 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, and develop a young team.
- Must demonstrate accountability; the ability to be responsible, reliable and amenable.
- Strong interpersonal skills, with the ability and confidence to interact effectively with a wide range of people from different backgrounds.
- 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.
- HR experience, including contracting and performance management.
- Good experience in managing health & safety and security legislation.
- Technical understanding of lighting, sound, and other production equipment.
- Ability to write a business proposal and present a business case to inform future strategic development.
- Understanding and knowledge of working within the student sector.
- Concert Production Management skills
- Personal Licence holder.
- SIA door registration.
- 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.
- 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.

Notice period

One month