



## JOB DESCRIPTION

<b>Job title</b>	Clifton Operations Supervisor
<b>Salary range</b>	£25,623 – 27,193 (Band E)* per annum (pro rata), depending on skills, knowledge, and experience <i>*pay award pending</i>
<b>Department</b>	Commercial - Venues
<b>Working pattern (hours/weeks etc)</b>	37.5 Hours, 52 Weeks per year. Evening, weekend and unsociable hours will be consistently required as part of this role, which is based on a 37.5 hour week. However, trading patterns are seasonal, reflecting University term times and this will also be reflected in working patterns.
<b>Responsible to</b>	Bars & Venue Manager (Venues Team)
<b>Supervisory responsibility</b>	Student Staff
<b>Job purpose</b>	To supervise venue operations at the Clifton campus, taking a lead where required and making relevant decisions in the absence of venues management.

### Main duties and responsibilities

1	Supporting and developing student staff to deliver excellent customer service, ensuring staff are appropriately trained, motivated and resourced effectively to carry out their duties and responsibilities, whilst at all times promoting a positive culture.
2	To be involved in the whole process of recruiting new student staff members for the Bar Assistant and Bar Team Leader roles. Submission of an Authority to Recruit

	Form to organising and conducting interviews and the training of new and current student staff members.
3	Assisting the Venues Management team to achieve best practice in relevant areas including general compliance, health and safety, Best Bar None accreditations and other relevant programs.
4	To support venue management in implementing and enforcing all licensing legislation and conditions, promoting best practice at all times and protecting the license. The postholder will maintain, secure and present operational reporting and logs.
5	Ensure NTSU's stock management standard operating procedures and EPOS reconciliation procedures and processes are implemented to ensure all stock orders, deliveries, movement and discrepancies are recorded, monitored and reported.
6	Implementation of policies and procedures to ensure integrity of financial systems including the training of staff, monitoring their use of tills, including making regular checks and where necessary acting to minimise discrepancies and errors. Monitor clerk and transactional information to ensure efficient operation and minimisation of inaccuracies, theft, fraud, dishonesty or similar.
7	To promote and maintain the highest service standards expected by our members and in line with evolving student expectations and demand to deliver on exceptional student experience.
8	Maintaining the venue and outlets to the required standard and contributing to all operations, these will include bars, diners, cafes, entertainments and technical areas.
9	To champion Clifton, acting as campus ambassador ensuring information flows to and from the campus effectively and to the most appropriate places. The postholder will manage and monitor engagement with members at Clifton Campus, providing venues departments with suggestions to improve service delivery and engagement.
10	Co-ordinate, meet and liaise with NTSU departments, clubs and committees to gain an understanding of the changing needs of our members, reporting findings appropriately, to plan for upcoming events and to feed into the overall event programming process.
11	To ensure customer safety at all times in all areas. To comply with and regularly review all relevant health and safety procedures including fire regulations and to work closely with venue contractors, such as security, medics and maintenance teams.
12	To work closely with the Entertainments, Technical and other SU teams to ensure the smooth delivery of Clifton's televised sports fixtures and diverse entertainments program. Taking a lead at events 'on the night' to monitor the atmosphere and customer experience, providing solutions and improvements where appropriate.
13	Engage in sustainable workplace practices, accepting and following sustainable office policies and procedures.

## Secondary and other duties

1	Work with other venue personnel and venues teams to support operational procedures and to work unsociable hours, late nights and weekends as and when required also working multi-campus as required at any time.
2	To provide ad hoc support to other departments and staff at Clifton, assisting with service delivery undertaking any reasonable task that helps NTSU achieve its objectives during peak periods.
3	Facilitate high standards of housekeeping both front and back of house acting as necessary to make improvements.
4	Effective use of the stock management system, minimising waste, increasing profitability and decreasing environmental impacts whilst training and supporting others to do the same.
5	Liaise and meet regularly with the Marketing, Communication and Digital Team to develop and promote our service offerings to our diverse members.
6	Try new and sustainable practices to reduce the Unions' negative environmental impact, especially regarding waste and greenhouse gas emissions, whenever possible.

### **Conduct and Attitude**

The Union expects that the post holder will undertake their duties in a manner conducive to creating a pleasant and positive working environment, role modelling appropriate standards of behaviour and etiquette between themselves and beneficiaries, stakeholders, customers and colleagues. The post-holder will have the ability to deliver and receive constructive feedback, fostering an environment of continuous improvement and development.

### **Standards**

At all times, the post holder will;

- Portray a positive image of NTSU, both professionally and personally.
- Actively support good sustainability practices in line with the organisation's ethical and environmental policies.
- Promote and share our commitment to a culture of equity, diversity, and inclusion, being empowered to report any concerns in line with the relevant NTSU procedures.
- Uphold the values of NTSU, demonstrating high standards of integrity, accountability, respect for others, courtesy and professionalism.
- Have a flexible approach and be willing to support colleagues in their department and the wider NTSU team.
- Undertake any reasonable task that helps NTSU achieve its objectives, given their role and position in NTSU.

### **Miscellaneous**

- This job description reflects the immediate requirements and objectives of this post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities.
- NTSU will periodically examine job descriptions/person specifications to ensure they accurately reflect each role.
- Following consultation with the post holder, this specification is subject to alteration to account for any substantive change in duties and or level of responsibility.

## EMPLOYEE SPECIFICATION

<b>Job title</b>	Operations Supervisor (Clifton)
<b>Department</b>	Commercial - Venues
<b>Responsible to</b>	Bars & Venue Manager

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	Working in a Bar or hospitality environment	Familiarity with sustainable office practices
	Supervising a team	Working in a nightclub environment
	Working anti-social hours	Working in a Students Union
	Of till reconciliations	DPS experience
	Dealing with customer complaints/requests	
	Experience relevant to the role or equivalent	
<b>Skills</b>	Strong computer skills using the Microsoft Office Suite package	Negotiation Skills
	Strong interpersonal skills with the ability to communicate with a wide range of people effectively	
	Creative approach to problem-solving	
	Strong leadership skills	Use of AI tools such as Microsoft 365 Copilot
	Customer service experience and the ability to focus on customer experience	
	Strong team player	
	Reliable and flexible with the ability to adapt quickly to change	

	Self-motivated and high levels of initiative	
	Self-confident and able to make decisions	
<b>Knowledge</b>	Of Health & Safety issues associated with running bars including risk assessments	Qualifications related to Bar Management, Event Production, hospitality, H&S or first aid
	Of food hygiene	Food hygiene qualification
	Of licencing legislation	SIA qualified
		Of Best Bar None and Green Impact schemes
		A Personal License
		Understands what can be recycled on campus, and how to recycle it properly.