

## JOB DESCRIPTION

<b>Job title:</b>	Operations & Business Development Manager
<b>Department:</b>	Operations & Business Development
<b>Responsible to:</b>	Chief Executive Officer
<b>Responsible for:</b>	Marketing & Events Coordinator; Digital Development Coordinator; Facilities Assistant; Student Supervisors and Student Staff
<b>Salary Scale:</b>	Grade D
<b>Hours of Work:</b>	Full Time. 42 hours per week for 34 weeks per year (term time), 22 hours per week for 18 weeks. Flexibility will be required.
<b>Role Summary:</b>	To oversee the smooth running and development of the Students' Union Bar, Retail, Events programme, Marketing and Digital Development. To ensure a high level of customer service and high standards within all areas. Be a member of the management team and contribute to the strategic direction of the organisation in line with its aims and objectives.

### KEY ACCOUNTABILITIES:

This role is accountable for:

- A. To oversee the delivery, and reporting of performance, of the 'Comms & Digital' and 'Collaborations & Partnerships' aspects of the strategic plan acting as the lead manager and forming a programme group to undertake a 'stop, start, continue' process to prioritise and assess areas of work;
- B. Being an engaged member of the management team and driving an inclusive, positive and high-performing culture across the Students' Union;
- C. Strong commercial performance across the organisation, including meeting revenue and surplus targets as agreed by the Board and Finance Committee;
- D. The delivery of excellent operational standards throughout the organisation;
- E. Compliant and good practice Health and Safety management across the organisation;
- F. Identifying and developing opportunities for business development and commercial growth.

### DESCRIPTION OF RESPONSIBILITIES AND DUTIES:

#### 1. Management

- Determine the direction of the Operations & Business Development team and ensure work is aligned to the strategic plan.
- Lead the Operations & Business Development team to deliver an exceptional service to students, staff and graduates which is dynamic and innovative in its approach.
- Line Manage all direct reports in line with behaviours outlined in the Students' Union Competency Framework.
- Allocate responsibilities, manage performance and support staff in their personal and professional development.
- Engage positively as a member of the management team, supporting and challenging colleagues to ensure effective collaboration across the organisation.
- To propose and manage the annual Operations & Business Development budget.
- Recruiting highly capable and talented staff.
- To take responsibility for staff rotas to ensure staffing levels are cost effective without jeopardising standards of customer care and safety.
- Take responsibility for recording staff hours and dealing with payroll documentation / issues.

#### 2. Licensed and Retail service provision

To provide a high quality licensed and retail service by:

- Acting as the Students' Union's operations senior member of staff;
- taking responsibility for ensuring adherence to the legal duties, operational responsibilities and all conditions attached to our premises licence and any other applicable legislation.
- Managing the operation of the Students' Union Bar and building in accordance with the needs of our members and against appropriate industry specific benchmarks.
- Managing the relationship with the Students' Union catering contractor.

- Striving to exceed customer expectations by ensuring consistent and consistently high standards of customer service across all services.
- Maintaining a high level of safety, hygiene and cleanliness in all bar areas and adjacent thoroughfares and in all customer areas of the Students' Union.
- Formulating the SU's annual promotional, product and pricing strategies for the bar, retail, events and marketing.
- Ensuring the security of all stock, equipment and cash including the implementation of security controls and checks, and securing/banking all takings in accordance with SU financial procedures, including reconciliation of float and tills.
- Keeping accurate and coherent records of all goods inwards, stock movement, takings and other transactions, including the management of the cellar, controlling the transfer of stock, and keeping the cellar, adjacent areas, equipment and pipes clean and in good working order.
- Ensuring sufficient stock levels of approved products, appropriate display/use of stock, regular stock takes and minimal wastage.
- Ensuring that all services operate within the defined policy and core values of the Union.

### **3. Events**

- To provide and support the provision of a diverse events programme.
- Lead on research and analysis into current trends for student events.
- Work with the Sabbatical Officers to put together a weekly programme of events.
- Play the lead role in organising the Welcome and Refreshers Week entertainment programme.
- Ensure that effective financial, stock and cash controls are in place and regularly monitored.
- Support other staff members and Sabbatical Officers in event organisation and the management of events.

### **4. Operations**

- Ensure the maintenance of the Students' Union venue and facilities to excellent standards.
- Ensure the cleanliness and standards of the Students' Union facilities at all times.
- Act as the staff support function for IT matters and future developments.
- Work with appropriate managers and staff to ensure business continuity of the organisation.

### **5. Marketing & Sales**

- To ensure effective performance and growth of Marketing & Sales activities.
- Lead research into developments of the SU website and other areas of digital engagement.

### **6. Health & Safety**

- Ensuring the health and safety of customers and staff within the Union is maintained.
- Create and review all Risk Assessments.
- Ensure regular Fire Safety checks are undertaken.
- Create and review the Due Diligence Manual and ensure all points are adhered to by all staff.
- Conduct Health & Safety Committee meetings in line with SU policies and procedures.

### **7. Digital Development & Technology**

- Review any technological requests from staff and advise on the best course of action.
- Provide internal technical support to Students' Union staff team.
- Investigate new technologies to improve the student and staff experience.
- Developing new systems and updating current systems for internal use as well as for students and other stakeholders with the potential to develop further afield and develop external contracts and relationships.
- Manage any projects relating to the Digital Development of YSJSU

### **8. Other Duties**

- To understand and uphold the Vision, Mission and Values of the organisation and ensure that these guide and inform the work and conduct of the post holder.
- To attend conferences, training events and staff development days as they arise.
- To undertake duties from time to time, as requested that may be reasonably considered within the scope of the post.
- To carry out all duties with full regard to the Students' Union policies and procedures.

**Personal contacts:** Staff and members of the Students' Union, staff within the University, local business owners and competitors, commercial managers within other SUs

**Revised:** February 2018

## PERSON SPECIFICATION

### Job title: Operations & Business Development Manager

The person specification focuses on the qualifications, experience, knowledge, skills, talents and attitude required to undertake the role effectively.

Requirements	Essential	Desirable
<b>QUALIFICATIONS</b>		
Good general education to A-level standard	X	
Educated to degree level or possessing equivalent qualifications and training		X
Possession of BII Licensee qualification/Personal License	X	
Certificate in First Aid		X
<b>EXPERIENCE</b>		
Line managing others to build high performance	X	
Working in a democratic, campaigning or membership organisation		X
Experience of managing or supervising in a licensed trade environment	X	
Experience of devising, implementing and monitoring development plans	X	
Project management and leadership		X
Track record of delivering excellence in customer service	X	
Working with EPOS systems	X	
Technical competence in cellar and other bar control systems	X	
Experience of devising, implementing and monitoring budgets	X	
<b>KNOWLEDGE &amp; SKILLS</b>		
Good working knowledge of relevant legislation (e.g. Licensing, Health & Safety, Food Hygiene, First Aid etc)	X	
Retail trends, particularly with reference to the student market	X	
Excellent oral and written communication skills, including listening skills and report writing	X	
Ability to establish strong working relationships with a range of different stakeholders	X	
IT systems including Microsoft Office and an understanding of how to use IT systems and data to drive organisational performance	X	
Interpretation of complex financial data		X
Excellent planning, organisation and administration skills		X
<b>TALENTS &amp; ATTITUDE</b>		
Commitment to equality, diversity and inclusion and ability to engage students and stakeholders from all backgrounds	X	
Outcome / target focused - passionate about creating change, building a customer focused environment and driving strong commercial performance	X	
Discipline driven - committed to high standards, attention to detail and focused on exceptional delivery and operating standards	X	
Flexible and resilient - able to thrive and lead in a busy, fast paced and change-driven environment	X	
Ability to motivate and engage team members to build a high-performing Operations & Business Development team	X	
Comfortable working in a democratic, student-led environment with the ability to empower and build constructive relationships with elected leaders	X	