**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Venue Operations Shift Manager</th>
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<tbody>
<tr>
<td>Reports to:</td>
<td>Senior House Manager</td>
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<tr>
<td>Department:</td>
<td>Venue Operations</td>
</tr>
<tr>
<td>Direct Reports:</td>
<td>Venue Operations Staff, Setup Staff, Security Staff</td>
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<tr>
<td>Indirect Reports:</td>
<td>Other operational teams</td>
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<tr>
<td>Revision Date:</td>
<td>February 2019</td>
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**Job Purpose and General Dimensions**

The Venue Operations Shift Manager is responsible for the day-to-day supervision and management of a specific venue on behalf of Edinburgh University Student Association, during the Festival season. This includes liaising with the relevant internal teams including Venue Operations, Bars, Catering, Security and Estates, as well as being the initial point of contact for all external suppliers and partners.

The post holder will be the key contact for all suppliers, partners, and internal departments working closely with bars, catering, events and estates, to ensure that all of our needs and those of our partners are met. The post holder will oversee the build and break of the venue, working closely with the estates, set-up and festival manager to ensure a smooth, safe and successful build/break period. During the Festival they will be the direct link between the Festival Manager, Senior House Manager and the partners of each venue.

The post is an integral part of the management team, and the focus for managing the venue, ensuring excellent customer service and safety during the long festival period and overseeing delivery of the highest standards via our operations team. The venue manager will oversee the daily management of the build and derig of all festival operations in addition to the key periods of the fringe festival itself.

The Venue Operations Shift Manager will report direct to the Senior House Manager and the Festival Manager on a daily basis and maintain records of all activity, scheduling and any incidents in the venues.

**Key Responsibilities**
Standards & Service

- Act as the initial point of contact for the venue on behalf of the Edinburgh University Student Association.
- Respond effectively to enquiries from a range of visitors and be a point of contact for all suppliers and service providers when they arrive on site.
- Ensure that all areas in use are adequately prepared to stated requirements, heated, ventilated, and lit in advance of user’s arrival – working in close partnership with bars, catering and estates management teams.
- Coordinate the internal teams in line with the partners schedules to ensure a safe working site, ensuring that all PPE regulations are adhered to and maintaining a safe working environment.
- Main point of contact for queries from the clients or suppliers
- Ensure the appropriate standards of cleanliness are maintained throughout our premises
- Ensure that the premises are maintained to a high standard at all times.
- Update the daily build and break schedule
- Responsible for the set up and break crew including the team leader, allocating daily tasks, briefing and debriefing on a daily basis during the build and break periods.
- Ensuring all furniture is allocated for removal or to stay, checking the state of each piece and confirming state of rooms during hand over and hand backs with clients
Health, Safety and Security
- Complete all appropriate safety checks before clients arrive on site, maintain appropriate logs and complete any appropriate reports relating to customer behaviour, premises maintenance or safety.
- Make sure that all staff and contactors have had safety briefings and are aware of all activities on site.
- Ensure that appropriate standards of behaviour are maintained on our premises by members, customers and staff and to attend and manage difficult customer situations if requested by other Students’ Association staff or security personnel.
- Supervise the security team and access to buildings.
- Monitor customer activity in the close vicinity of the premises.
- Monitor and control vehicle activity on and in close vicinity of the premises, liaising with other partners, festival operators and UoE Festival office or their designated representative.
- Maintain the security of the buildings and grounds at all times, ensuring the premises are vacated and securely locked and alarmed at the end of the evening.
- Call emergency services as necessary and act as one of the lead personnel if an evacuation situation occurs.
- Act as one of the nominated key holders and to attend the site in the event of an alarm activation.
- Ensure that all equipment is maintained in a clean and operational state before and after shifts and that it is secure.
- Conduct risk assessments on a daily basis to ensure the correct levels of preparation and staffing are in place in order to maintain services and customer safety.
- Liaise with the client venue or production Manager on the daily work and vehicle schedules.
- Oversee all on-site Health and Safety issues including instructing staff and contractors where necessary on behalf of the Edinburgh University Student Association.
- Maintain that all suppliers or staff who work on behalf of the Edinburgh University Student Association are compliant with our safety rules and wear appropriate PPE/Safety gear whilst on our sites.

People Management and Development
- Ensure that all staff are trained in operational procedures, customer care and product knowledge, as well as appropriate Health and Safety, COSHH, licensing and fire regulations where required.
- Ensure that accurate training records are maintained for all staff.
- Maintain effective communication channels with relevant staff, including regular operational updates with Senior House Manager and Festival Manager.
- Liaise directly with the head of security and maintain relationships and communications channels.
- Liaise directly with the Production Managers for our partnering clients on a daily basis maintaining communication channels and information.
- Manage and give daily briefings and debriefings to the setup team leader.
- Oversee the setup crew’s task list.

Finance & Resource Management
- Follow the established cash handling procedures, which ensure that all goods and monies received are properly accounted for, secure, and that opportunities for theft are minimised.
### Other shared responsibilities/expectations:

- The Students’ Association’s overall vision is that ‘**all students at Edinburgh should have the power to shape their own future and enjoy a vibrant and cohesive student community where everyone is valued and respected**’. Our staff have an essential part to play in achieving this vision. Every staff member at the Students’ Association, wherever they work, has the same responsibility.

- A commitment to the delivery of the Students’ Association’s Strategic Plan through the implementation of departmental plan activities.

- To demonstrate a positive and respectful attitude to all Students’ Association staff, its management, the organisation as a whole, and its members, clients and partners.

- To ensure that every student, staff member or visitor using any of our services has the best possible experience of that service and of the Students’ Association as an organisation.

- To adhere to and support Students’ Association’s Ethical, Environmental and Health and Safety policies and procedures.

- A commitment to training and development of self and others.

- Any other appropriate duties as reasonably required by your line manager, Departmental manager or Senior Management.

### Key Relationships

- Venue Operations & Security Teams
- Catering Team & Honours
- Events Team & Room Booking
- Bars Teams
- Estates Teams
- Key client partners- Gilded Balloon and Pleasance Theatre Trust
### Person Specification

**Job title:** Venue Operations Shift Manager

**Person Summary**

An enthusiastic, confident and extremely competent manager with demonstrable experience of services and buildings management gained within customer-facing role.

A customer focused individual with a consistently professional approach to their duties and keen attention to detail. A person with very high expectations of themselves and others, with a passion for great service, who takes pride in their work and that of their team.

### Required Experience

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<tr>
<th>Required Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Demonstrable experience within a similar customer-facing service management role</td>
<td>X</td>
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<td>Experience of working with and coordinating functionally diverse teams</td>
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<td>X</td>
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<td>Experience of health and safety management and risk assessment</td>
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<td>X</td>
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<td>Previous experience of budgetary management and control</td>
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<td>X</td>
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<tr>
<td>Previous experience of business/commercial development within a similar function</td>
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<td>X</td>
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<tr>
<td>Experience of using event booking/diary management systems</td>
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<td>X</td>
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<tr>
<td>Relevant experience in the food and beverage sector</td>
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<td>X</td>
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### Functional Skills and Proficiency

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<tr>
<th>Functional Skills and Proficiency</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Knowledge of project management and buildings management for associated hard and soft services</td>
<td>X</td>
<td></td>
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<tr>
<td>Knowledge of legislation in relation to licensed trade activities</td>
<td>X</td>
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<tr>
<td>Strong organisational and multi-tasking skills with the ability to prioritise appropriately</td>
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<tr>
<td>Excellent written and spoken communication skills</td>
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<td>X</td>
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<tr>
<td>Strong IT skills, including Word, Outlook, Excel and PowerPoint</td>
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<td>X</td>
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<tr>
<td>Understanding and/or experience of theatre management</td>
<td>X</td>
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### Training and Qualifications

<table>
<thead>
<tr>
<th>Training and Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Personal license holder</td>
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<td>X</td>
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<tr>
<td>Health and Safety qualification</td>
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<td>X</td>
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<tr>
<td>SIA Door Supervision Licence</td>
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### Shared Competencies

The Students’ Association’s competency framework describes the key behaviours you need to demonstrate in this role. The main facets for each of these competencies are described below. Within the competency structure, this is a *Level 4 (Line Management)* position.
### Customer Focus
Understands the needs of our customers and makes decisions based on the analysis of customer feedback
Collects customer feedback and ensures it is acted upon
Encourages teams / groups to continuously improve their levels of customer service

### Delivering Results
Responsible for meeting and/or setting challenging objectives, and measuring delivery of results
Continuously evaluates and adapts objectives based on understanding of organisational need
Strives for continuous improvement in both their team’s and their own personal performance

### Initiative & Creativity
Actively embraces new ideas and ways of working, and seeks opportunities to develop both short and long term improvements
Provides opportunities and resources to enable others to share ideas

### Leading & Developing Teams
Inspires others to achieve goals through exemplifying and promoting opportunities for staff empowerment and development
Demonstrates a flexible leadership style tailored to appropriately support each individual

### Communicating Effectively
Shares own expertise effectively, and actively seeks the views of others
Uses persuasive communication to positively influence others, to inspire confidence, and to build credibility

### Team working
By inspiring the team and acting as a role-model, promotes a culture that ensures diverse views, experiences and ways of working are encouraged
Encourages mutual respect and diversity through promoting appropriate attitudes and behaviours

### Shared Values
Our core values are the most important way in which we define who we are. They guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students’ Association.

- Students first
- Home from Home
- A place for all
- Power to change