

POSITION DESCRIPTION & PERSON SPECIFICATION

Position:	Venue Manager – Starters Bar
Reports to:	OUSA Events Manager
Volunteers and Interns:	The OUSA Events team engages 300 volunteers over the course of a year
Location:	OUSA, University of Otago, Dunedin
Organisation:	

The OUSA provides a diverse range of services to its 20,000 student members at the University of Otago. An autonomous body with registered charity status and independence from the University, OUSA offers activities and support to students including:

- A confidential support and welfare advice service, representation and advocacy
- Numerous recreation clubs and societies and the facilities to support these
- A varied events programme
- A student radio station (Radio One)
- An award-winning student magazine (Critic).

The OUSA Executive (the elected student members and governors of the Association) run campaigns and represents student views to the University and other external bodies.

OUSA's core responsibility is to engage its student members through services, events, representation and communication by way of a relevant, responsible, inclusive and engaging approach.

Structurally, OUSA is divided into 8 departments: Corporate support; Events; Communications and Marketing; Clubs and Socs; Critic; Planet Media Sales; Radio One and Student Support Centre.

With approximately 70 staff and many more volunteers, OUSA is a substantial organisation.

Managers of each department report to the CEO, who is responsible to the Student Executive for the overall management of the organisation.

Each of the departmental managers is responsible for the operations of their department, including staffing, financial management and service provision.

OUSA is a dynamic environment to work in – no two days are ever the same! We are an inclusive and supportive employer who values inputs from all staff.

Position purpose:

- The Venue Manager will be directly responsible to the OUSA Events Manager for the profitable development and management of the Starters Bar. Line managing a dynamic team of staff they will ensure effective staff development and performance, whilst ensuring the very best customer experience in a safe and secure environment. The incumbent will be expected to make a major contribution to OUSA's Commercial short-term objectives and long-term strategy.

Areas of Responsibility

Area	Expected Outputs
<p>People management</p>	<ul style="list-style-type: none"> • Take responsibility for the scheduling of staff as approved by the Events Manager; • Lead, supervise and motivate the restaurant staff throughout service, improving service standards and training personnel on a daily basis; • Ensure all staff obtain the relevant licenses and identify any additional staff training requirements; • Coordinate suitable induction and training processes; • To hold regular team meetings both formal and informal; • Ensuring employees are punctual, in correct uniform, and complying with the general guidelines outlined by the management; • Create and manage staff rosters to ensure all events and trading periods are sufficiently resourced. Prepare written instructions for staff and ensuring that all procedures associated with their shifts are undertaken properly.
<p>Financial Management</p>	<ul style="list-style-type: none"> • Proactively monitor sales, margins and expenses, and in identifying negative variance against budget, taking appropriate and timely remedial action. • Ensure that all cash is controlled and accounted for, floats and tills are reconciled, sufficient provision of floats and safes properly maintained and that all financial controls and procedures are complied with; • Report on specific budgets; • Undertaking research into pricing, competitors and factors affecting performance; • Controlling income, stock management, cash flow and expenditure; • To actively monitor performance against budget to ensure maximum efficiency is achieved • Ensure payments are sent and received within contracted timelines and following OUSA policies.
<p>General Tasks</p>	<ul style="list-style-type: none"> • To follow policy and procedures as laid down by the OUSA, whilst also generating new ideas for the future. • Oversee the maintenance of all equipment and venue facilities, taking responsibility for any damages and ensuring replacements and repairs are conducted as and when required • Report on a regular basis to the Events Manager on venue and staffing matters, usually verbally on a daily basis, and in writing as requested • Work with the Events team to programme performances at the venue. • Maintain data and prepare reports to the Events Manager on Key Performance Indicators, Performance Targets, and other quanta systems that may be required from time to time.

	<ul style="list-style-type: none"> • To maintain a thorough knowledge of the student / youth market keeping abreast of changes in musical tastes and new trends in entertainment/target audience. • To monitor, evaluate and report on competitor activity that affects the trade of Starters Bar. • To generate ideas for new sources of income from both internal and external events. • To ensure all services are open and operational at scheduled times, standards are maintained throughout the service, particularly delivering exceptional levels of customer care and satisfaction, and enabling a smooth handover of shifts. • Stock management, ordering and rotation, including suggestions for improvement • Implement cost control measures and allocate price points for the mark up of stock; • Prepare and conduct associated duties to the stock take. • Ensure compliance with all licensing requirements and licensing law at all times e.g. liquor, health, APRA/AMCOS, local government authority etc.; • Planning and taking part in promotional activities/events; • Create event Health & Safety plans and Risk Registers • Liaise with Planet Media to identify any sales & sponsorship opportunities • Identify and implement improvements to processes and policies
<p style="text-align: center;">Health and Safety</p>	<ul style="list-style-type: none"> • Take personal responsibility for engaging in OUSA's no-harm, health and safety culture • Be familiar with the hazard register for the work area that you work in • Communicate to the Departmental manager and colleagues any potential hazards that you identify that are not on the register • Be familiar with the location of first aid kits and qualified first aiders in the Association • Be familiar with and adhere to any health and safety plans • Ensure incident and accident forms are filled out for all incidents and accidents that you are involved in, and notify the Departmental Manager of these • Be proactive in identifying new health and safety initiatives within the department and the wider OUSA community • Monitor, supervise and report security and crowd control systems and activities, and liaise with Police where/if required • Ensure that the venue is run in a safe, orderly and disciplined manner in accordance with the conditions of the licenses, policy and health and safety requirements and in doing so shall ensure that a high level of cleanliness is maintained in the venue and associated areas, including cool rooms, store rooms, patron amenities and back office, supported by a cleaning schedule and adherence to best practice;
<p style="text-align: center;">Delegated authorities</p>	<ul style="list-style-type: none"> • Delegated financial authority to \$1,000 from Starters budget

Personal Attributes

Working Collaboratively	<ul style="list-style-type: none"> • Ability to build and maintain professional and productive relationships • Ability to relate to a diverse range of people • Excellent written and oral communication skills • Communicates positively with colleagues across the OUSA to ensure a strong collegial culture within OUSA
Organisation	<ul style="list-style-type: none"> • Manages self, resources and workload to meet timelines • Is organised and keeps all files and documents in order • Ability to work independently and as part of the team • Ability to recognise when issues need to be escalated to the Departmental Manager
Change	<ul style="list-style-type: none"> • Is flexible and resilient to meet the ever changing needs of the OUSA
Problem Solving	<ul style="list-style-type: none"> • Anticipates problems and proactively resolves them in an appropriate manner, escalating issues to the Departmental Manager when appropriate

Qualifications and Experience

- Tertiary Qualification is preferred
- Current LCQ and Duty Managers Certification
- Three years' experience in Retail Management
- Full Drivers Licence
- Advanced computer literacy High
- Standard in Professionalism, ethics, and integrity.
- Ability to prepare and interpret reports
- A success driven attitude with a demonstrated experience in business development and positive growth
- In-depth knowledge of liquor licensing requirements
- In-depth knowledge of P&Ls, budgets and financial control
- Experience in training/professionally developing hospitality employees