

## POSITION DESCRIPTION & PERSON SPECIFICATION

<b>Position:</b>	<b>Business Manager – Starters Bar</b>
<b>Reports to:</b>	<b>OUSA Events &amp; Venues Operations Manager</b>
<b>Volunteers and Interns:</b>	<b>NA</b>
<b>Location:</b>	<b>OUSA, University of Otago, Dunedin</b>
<b>Organisation:</b>	

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 95 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:

- Responsible for profitable development and management of the Starters Bar
- Responsible for all stock management and financial reporting for Starters
- Manage Starters employees ensuring effective staff development and performance, whilst ensuring the very best customer experience in a safe and secure environment

**Areas of Responsibility**

Area	Expected Outputs
<p><b>Business Management</b></p>	<ul style="list-style-type: none"> <li>• Proactively monitor sales, margins and expenses</li> <li>• Monitor financial performance against budget and report variances.</li> <li>• Provide monthly financial reports to the CEO and Events and Venues Operations Manager</li> <li>• 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;</li> <li>• Undertaking research into pricing and factors affecting performance;</li> <li>• Responsible for stock management and control</li> <li>• Proactively assess and control expenses</li> <li>• Ensure food and beverage offerings are appropriate</li> <li>• Proactively seek opportunities for functions and activations</li> <li>• Maintain data and prepare reports to the Events Manager on key performance indicators and performance Targets</li> <li>• Generate ideas for new sources of income from both internal and external events.</li> <li>• Ensure payments are sent and received within contracted timelines and following OUSA policies.</li> </ul>
<p><b>People Management</b></p>	<ul style="list-style-type: none"> <li>• Lead, supervise and motivate Starters staff, constantly improving service standards</li> <li>• Ensure all staff obtain the relevant licenses and identify any additional staff training requirements;</li> <li>• Responsibility for rostering and communicating requirements to all Starters staff</li> <li>• Coordinate suitable induction and training processes;</li> <li>• To hold regular team meetings both formal and informal;</li> <li>• Ensuring employees are punctual, in correct uniform, and comply with expectations</li> <li>• Prepare written instructions for staff and ensuring that all procedures associated with their shifts are undertaken properly.</li> <li>• Escalate any situations that warrant it to the Events and Venues Operations Manager, or CEO if required</li> </ul>
<p><b>General Tasks</b></p>	<ul style="list-style-type: none"> <li>• To follow policy and procedures as laid down by the OUSA, whilst also generating new ideas for the future.</li> <li>• 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</li> <li>• Work with the Events team to programme performances at the venue.</li> </ul>

	<ul style="list-style-type: none"> <li>• To maintain a thorough knowledge of the student / youth market keeping abreast of changes in musical tastes and new trends in entertainment/target audience.</li> <li>• To monitor, evaluate and report on competitor activity that affects the trade of Starters Bar.</li> <li>• 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.</li> <li>• Ensure compliance with all licensing requirements and licensing law at all times e.g. liquor, health, APRA/AMCOS, local government authority etc.;</li> <li>• Liaise with OUSA Marketing and Communications to ensure all marketing for Starters is up to date and relevant</li> <li>• Liaise with Planet Media to identify any sales &amp; sponsorship opportunities</li> <li>• Identify and implement improvements to processes and policies</li> </ul>
<p><b>Health and Safety</b></p>	<ul style="list-style-type: none"> <li>• Take personal responsibility for engaging in OUSA's no-harm, health and safety culture</li> <li>• Ensure hazard register for Starters is up to date, and staff are aware of all potential hazards</li> <li>• Communicate to the Departmental manager and colleagues any potential hazards that you identify that are not on the register</li> <li>• Be familiar with the location of first aid kits and qualified first aiders in the at Starters</li> <li>• Be familiar with and adhere to any health and safety plans</li> <li>• 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</li> <li>• Be proactive in identifying new health and safety initiatives within the department and the wider OUSA community</li> <li>• Monitor, supervise and report security and crowd control systems and activities, and liaise with Police where/if required</li> <li>• 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;</li> </ul>
<p><b>Delegated authorities</b></p>	<ul style="list-style-type: none"> <li>• Delegated financial authority to \$1,000 from Starters budget</li> </ul>

**Personal Attributes**

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

### Qualifications and Experience

- Tertiary Qualification is preferred in business management or a related field
- Current LCQ and Duty Managers Certification (can be obtained on the job if necessary)
- Three years' experience in Hospitality or Retail Management
- Full Drivers Licence
- Advanced computer literacy
- A high standard of 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