

Role Profile

Role title:	Assistant Manager
Salary:	£30,000 - £32,000 per annum
Full/Part Time:	Full-Time
Contract term:	Permanent
Accountable to:	General Manager
Accountable for:	Casual Front of House Supervisors and Team
Hours:	40 hours per week
Location:	Usually located at University Green, Oxford Road, occasionally at the main Students' Union Building
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK. A Personal Licence is essential.
Benefits:	We offer a great range of benefits. You can see them here .

Our Organisation

We are Manchester Students' Union, a large charity and commercial operation based on Oxford Road, supporting more than 48,000 students at the University of Manchester throughout their time here. Alongside our advice, representation and student activities work, we are a serious hospitality operator, running Manchester Academy Venues, Bar 532 & Kitchen and Corridor Coffee.

In 2026 we are opening a new all-day bar at University Green in partnership with Bruntwood. The new venture is designed to trade from morning coffee through to late-night drinks, serving students, University staff, Academy gig attendees and the wider general public. It is the flagship of our commercial growth plan and the first step in a longer-term ambition for UMSU to become a significant operator across the city centre.

We employ around 90 permanent staff and around 400 part-time studying staff and believe in the importance of great employment opportunities to equip our students for their future work-life. When you join UMSU, you'll be immersed in an environment that empowers staff to make great things happen and we are always looking for innovative, passionate and proactive people to join us.

Our Organisational Values

Our values are foundational to us and shape the work that we do every day. As part of our recruitment process, we want you to demonstrate how your experiences, behaviours and skills align with our values.

Our values are

- We put students at the heart of what we do
- We provide a 'great experience' service

- We believe in improvement and progression
- We are a community
- We are open and transparent
- We are inclusive

You can find more detailed explanations of our values on [our website](#).

Role Overview

This new venture is our most significant commercial launch in a decade, and the Assistant Manager will play a key role in bringing the venue to life every day.

You will support the General Manager in launching and running a new all-day Oxford Road bar and social venue, helping to create a place that works from morning coffee and daytime trade through to events, society activity, pre-gig energy and late-night drinks. This is a hands-on leadership role for someone who enjoys being on the floor, leading service, solving problems in the moment and creating a venue that people want to come back to.

Working closely with the General Manager, you will help set the standards for service, safety, bar quality, floor management, customer experience and team culture. You will lead shifts, support the bar and floor teams, work closely with kitchen colleagues and make sure the venue runs smoothly during busy trading periods. You will also play an important part in stock control, cash handling, wet margin, labour deployment, events, bookings, compliance and customer feedback.

This is a strong development opportunity for someone who wants to grow as a hospitality leader. You will gain experience of a major new opening, commercial trading, duty management, student staff development, event delivery and the wider role that a busy venue plays in student life. You will be supported by the General Manager and wider Commercial team, but you will also be trusted to take ownership of shifts and make good decisions when it matters.

The Assistant Manager will help build the culture of the venue from day one: welcoming, safe, energetic, inclusive, commercially aware and proud of great service. You will help train and develop studying staff, creating a positive working environment where people understand standards, confidence, accountability and responsible hospitality.

Every commercial pound generated by the venue goes back into supporting students at the University of Manchester. That makes this an Assistant Manager role where strong service, safe trading, team development and student impact all matter.

You will work as part of the wider Commercial team, alongside colleagues in Manchester Academy Venues, Bar 532 & Kitchen and Corridor Coffee, contributing to a growing Union hospitality operation with ambition beyond a single site. This is a rare opportunity for a hands-on, ambitious Assistant Manager to be part of a major new opening and help shape a venue with real purpose behind it.

Key Result Areas

Responsible for	Contributor to
Launch and venue mobilisation. Supporting the General Manager with opening preparation, team training, service routines, stock processes, EPOS use, compliance records and soft launch activity.	Wider project readiness, marketing launch, venue opening and organisational mobilisation.
Shift leadership and operational standards. Leading shifts across bar, floor and events, maintaining standards for cleanliness, service speed, customer flow, opening/closing routines and team deployment.	Wider Union standards for customer experience, accessibility, safety and professional service delivery.
Commercial delivery and controls. Supporting daily and weekly sales delivery, labour control, stock management, wet/dry margin, waste reduction, cash handling, discounts, refunds and void control.	Wider Commercial Department income targets, budgeting, forecasting and long-term financial sustainability.
Bar, floor and customer experience. Ensuring the venue is welcoming, inclusive and well run, with strong service, good product knowledge and a consistent guest experience.	Wider Union reputation, student experience and Oxford Road community engagement.
People leadership and student staff development. Supporting recruitment, induction, training, coaching, rota delivery, performance standards and development of bar, floor and studying staff.	Wider Union people strategy, student employment offer, retention and progression.
Safety, licensing and compliance. Supporting safe, legal and responsible trading, including licensing conditions, refusals, incident records, health and safety, food safety awareness, allergens, cash handling and responsible alcohol retailing.	Wider organisational risk management, safeguarding escalation, reputation management and compliance culture.
Events, programming and local sales. Supporting quizzes, acoustic sessions, society activity, Welcome Week activity, group bookings, pre-gig trade and other venue-level activations.	Wider Union events calendar, Manchester Academy activity, University-linked activations and commercial campaigns.
Student impact and continuous improvement. Acting on customer feedback, sales data and operational learning to improve the venue and support student value, student jobs and student activity.	The Union's charitable purpose, student-facing services, campus community impact and future commercial development.

This is not an exhaustive list of responsibilities and you may be asked to carry out other duties appropriate to the role.

Organisational Stewardship & Leadership Responsibilities

- You'll guide the work of the team, participating in the development of annual operating plans to support the achievement of strategic aims, holding teams accountable for delivery against these plans
- You'll contribute to the development and delivery of risk mitigating strategies as they relate to departments area of work
- You'll ensure all team are assisting in key students' union events throughout the year such as Welcome week and elections and proactively identify opportunities to support the officers in delivering their plans
- You'll lead teams acting as an exemplar of the Union behaviours ensuring all staff are given appropriate support in line with the Union management framework and teams are consistently held accountable for delivering against expected performance standards (both role performance and behaviours)
- You'll be accountable for the financial performance of area of responsibility taking prompt action where financial targets are at risk. Contribute to the forecasting & budgeting exercises in line with the organisational framework
- You'll own the policy as it relates to departmental activity, have good working knowledge of the Union policy and procedure framework as it relates to the team's function and ensure that all teams activities are conducted in line with this framework
- You'll proactively contribute to maintaining the communal spaces and ensuring whole team share responsibility for managing team stores and keeping areas clean and tidy

Person Specification

Criteria	Assessed at:			
	Application Form	Interview	Interview Task	All
Education				
We accept candidates from any educational background.				
Skills				
Strong shift leadership skills, including the ability to lead service, deploy teams, manage customer flow and maintain standards during busy trading periods.	x	x		
Good commercial awareness, including understanding of sales, labour, stock, waste, wet margin, cash handling and controllable costs.	x	x		
People leadership and coaching skills, including supporting induction, training, feedback and development of diverse teams, including studying staff.	x	x		

Ability to support and sustain a strong safety culture, ensuring colleagues understand their responsibilities and consistently prioritise safe, legal and responsible trading.	x	x		
Guest-focused approach, with the ability to create a welcoming, inclusive and high-quality hospitality experience that encourages repeat visits.	x	x		
Strong communication and problem-solving skills, with the ability to work effectively with managers, kitchen colleagues, suppliers, student groups and customers.	x	x		
Experience/Knowledge				
Experience supervising or managing shifts in a busy bar, pub, restaurant, venue or hospitality operation.	x	x		
Experience working in a wet-led or bar-led environment, including stock control, service standards and responsible alcohol retailing.	x	x		
Knowledge of licensing, health and safety, incident management, refusals, allergens and safe operating procedures.	x	x		
Experience supporting events, bookings, student activity, group trade or local sales activity.	x	x		
Experience in a student, university, city-centre, music venue, events or late-night trading environment.	x	x		
Personal Licence holder status, or willingness to obtain this quickly.	x	x		
Personal Attributes				
Hands-on and visible: leads from the floor, role models standards and takes ownership of the customer and colleague experience.		x		
Calm and resilient under pressure, particularly during launch, events, busy trading sessions and periods of change.	x	x		
Commercially curious and action-oriented: spots opportunities, challenges		x		

standards and acts quickly when service or performance is at risk.				
Flexible and reliable, with the ability to work regular evenings, weekends, events and peak periods in line with the needs of the venue.	x	x		
Values & Behaviours				
Align with the SU's values and behaviours both personally and professionally				x
Insight driven – always looking for ways to collect data from a range of sources to measure the impact of your work on the student community or to inform your work				x
Collaborative – great at working collaboratively with team members, seeks ways to ensure all voices are heard, works with colleagues to problem solve				x
Active Bystander – continually seeks to dismantle barriers, ensures all working practises are accessible, seeks to ensure all voices are heard and factored in when making decisions				x

Please note that all of the above criteria are desirable unless marked with an asterisk (), which indicates essential requirements.*

Our Recruitment Process

The way that we recruit is designed to be fair, transparent, and inclusive as well as being an enjoyable experience for everyone involved. You should expect to receive great communication and a warm, welcoming experience.

Every member of staff is recruited exactly the same way, by submitting an application form and attending an interview. We use a recruitment platform called StaffSavvy where you'll submit your application and book interviews, if successful.

Our process allows you to show us your authentic self, gives you a platform to display your skills and knowledge in relaxed and welcoming setting. We'll never put you under any necessary pressure on you, ask you trick questions or interrogate you in an interview and we'll support you all the way through our process.

Top Tip: our roles can be quite competitive, so we recommend applying as soon as possible as we often close applications early!

If you'd like further information or support regarding our recruitment process, we recommend that you read our full recruitment guide for applicants [here](#).