

Role Profile

Role title:	Head of Venues Operations
Salary:	£40,500 per year
Full/Part Time:	Full-Time
Contract term:	Permanent
Accountable to:	Director of Venues
Accountable for:	Operations Team and Technical Team
Hours:	35 hours per week
Location:	Usually located at the main Students' Union Building and Manchester Academy
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK at the start of employment
Benefits:	We offer a great range of benefits. You can see them here .

Our Organisation

We are Manchester Students' Union, the biggest SU in the country, supporting over 40,000 students throughout their time at university. We help to make student life the best it can be by supporting students to campaign for change, creating opportunities to meet new people, providing employment opportunities, providing advice and support and being a safe place on campus.

We are a values-centred organisation that employs around 90 permanent, full-time members of staff. We recruit a wide range of roles throughout the year within all our departments from our Commercial team operating Manchester Academy Venues, 13 Media, Bar 532 & Kitchen and Corridor Coffee to our Student Activities, Student Engagement, Marketing and Communications, Finance, HR and Facilities teams. Our team of around 400 part-time, studying staff are instrumental in providing support to all departments as well as leading major projects like Student Angels. When you join UMSU, you'll be immersed in an environment that empowers staff to make great things happen and we're always on the lookout for innovative, passionate, and proactive people to join us.

Our staff team is led by our senior leadership team who are instrumental in driving our strategy at UMSU. It's made up of our CEO, COO, 3 Directors and 2 Associate Directors. We are governed by our trustees and Exec Officers, you can find out more about that [here](#). All our permanent, full-time roles are graded (Grade A-E) which means that there is a clear path to your development and progression whilst at UMSU.

Our Organisational Values

Our values are really important 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

As Head of Venue Operations, you will ensure everyone who walks through our doors feels welcome and has the kind of positive experience you tell others about, overseeing the safe and successful delivery of our 400+ commercial events.

As a commercial arm of the Students' Union, Manchester Academy Venues generate income to fund the incredible work the organisation undertakes. You will join a team of dedicated and passionate individuals, working closely with our Head of Bars and Head of Programming to build a strong senior management team that strives for operational excellence.

You will lead the Operations and Technical teams, co-ordinating internal departments and external partners, and embedding a culture of safety, efficiency and continuous improvement. Your leadership will enable high-performing teams and strong supplier relationships. By translating data-driven insights into enhanced customer and client experiences, you'll create better processes, safer venues and stronger financial performance. You'll line-manage a team of managers and on-shift teams, acting as on-site lead during live events.

The hours will be completed over three or four working days, almost always including evenings and often including weekends (Friday and Saturday). This role aligns with our values of providing great experience, continuous improvement and progression, and the importance of community.

Key Result Areas

Responsible for	Contributor to
High-quality delivery of our commercial events programme. Work collaboratively across departments and external partners, embed best practices that enhance customer satisfaction. Drive improvement so high standards of safety, service, and experience are met, providing smooth execution and memorable experiences for all. Success is measured through client feedback, venue NPS, mystery shopper reports.	Support the successful delivery of our Student Events programme, collaborating across teams and strengthening internal relationships. Contribute to process improvement and develop innovative approaches to transform our students' ideas into impactful experiences.
Lead and develop the Operations and Technical teams, including line management of the Senior Ops and Technical Managers. Foster a culture of accountability, collaboration and improvement. Integrate freelance staff and regular contractors to build strong relationships and create a team empowered to deliver safe and successful events. Ensure appropriate	Create and implement operational plans that align with organisational goals. Contribute to strategic plans and identifying opportunities for financial growth and business development. Contribute to work to be submitted to Trading and Sustainability committee, the governance oversight for Manchester Academy Venues. Develop part-time and internship opportunities

staffing levels to create high-performing teams that exceed expectations. Success reflected in staff engagement and staff survey results.	for our students that offer meaningful experience and enhance students' employability.
Full compliance with health & safety legislation and licensing conditions to protect staff and visitors. Identify and mitigate risks through thorough risk assessment and embed a proactive safety culture. Own safety process & procedure and ensure staff are trained and confident in their responsibilities. Success will be seen in quality of documentation and positive outcomes with key agency interactions.	Work closely with Head of Support and Facilities to ensure organisation-wide Health and Safety process and procedure align with delivery of emergency response. Support the delivery of practice drills to build staff confidence and readiness. Work with Head of Bars on annual 'Best Bar None' submission and contribute to the implementation of Martyn's law compliance.
Build and maintain strong relationships with key suppliers, contractors, and stakeholders. Negotiating and managing contracts, monitoring performance and ensuring compliance with agreed terms and SLAs. Work collaboratively to resolve issues and maintain a high level of trust and professionalism. Success will be measured by timely contract delivery, cost efficiency, and stakeholder feedback.	Contribute to organisational priorities, embedding these across the department. Develop sustainability initiatives, reducing environmental impact and promoting sustainable practices across supply chains. Adoption of digital tools and technologies to streamline processes and improve data-driven decision making.
Ensuring operational spending budgets are met. By monitoring costs, optimising resource allocation and driving efficiencies, you'll maximise profitability without compromising safety or customer experience. Produce accurate and timely post event reports and financial documentation.	Development of annual budgets and financial forecasts, ensuring alignment with departmental objectives and long-term goals. Contribute to competitor analysis documentation and performance monitoring papers for committee submission.
Ensure the premises & equipment are safe, fit for purpose and, within affordability, industry leading. Implement planned maintenance schedules and take a proactive approach to repairs and upkeep. Maintain accurate asset registers and ensure equipment is tested and certified as required.	Work collaboratively with Facilities and University Estates team to develop proactive maintenance schedules and long-term building improvement plans. To contribute to capital expenditure proposals for equipment purchases and improvement projects.

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.				
Personal License holder			✓	
IOSH / NEBOSH / Health & Safety qualification			✓	
Skills				
Operational leadership at scale - confident decision maker under pressure	✓	✓		
Strong written and verbal communication - able to produce detailed documentation, risk assessment and deliver briefings.				✓
Stakeholder management - ability to negotiate, influence and problem-solve.	✓	✓		
Budgeting - commercial awareness, costs control, forecasting and analysis.	✓	✓		
Experience/Knowledge				
Proven leadership in a senior operations role in a high-volume and events centred environment	✓	✓		
Responsibility for licensed premises and health and safety compliance in line with legislation. Experience of producing event documentation, of risk assessment, mitigation and management				✓

Workforce planning - rota management, monthly hours management, supplier co-ordination and management	✓	✓		
Experience of building strong relationships with stakeholders and working with external agencies such as licensing and police	✓	✓		
Experience of training and developing a team, objective and KPI setting and performance management	✓	✓		
Personal Attributes				
Proactive, solutions focused approach - able to use own initiative and take ownership.	✓	✓		
Able to lead a team in a positive, collaborative way, identify when support is needed and hold to account	✓	✓		
Attention to detail and ability to complete administrative tasks to deadlines.				✓
Customer and student-centric mindset; great experience ethos.	✓	✓		
Values & Behaviours				
Align with the SU's values and behaviours both personally and professionally				✓
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				
Collaborative – great at working collaboratively with team members, seeks ways to ensure all voices are heard, works with colleagues to problem solve				
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				

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 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.

You can find more information about our recruitment process on [our website](#).