

Role Profile

Role title:	Operations Manager (Manchester Academy Venues)
Salary:	£26,640 - £29,820 per year
Full/Part Time:	Full-Time
Contract term:	Permanent
Accountable to:	Senior Operations Manager
Accountable for:	N/A
Hours:	35 hours per week (Annualised hours contract), regular evening, nighttime and weekend work
Location:	Usually located at the main Students' Union Building and Manchester Academy Venues
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

The Operations Manager at Manchester Academy plays a pivotal role in ensuring the smooth, safe, and profitable running of all events across the venues. The position involves a balance of strategic planning and hands-on event management, with approximately 25% of the role focused on desk-based work — including managing past, present, and future events — and the remaining 75% dedicated to overseeing the live event on the day. This involves significant physical activity, such as moving around the venue, working across multiple levels, and assisting with event setup and logistics, all while maintaining a professional and welcoming demeanour when interacting with clients and visitors.

The Operations Manager is responsible for delivering an exceptional service experience for all clients, customers, and guests, driving venue performance by maximising bar income and controlling event-related expenditure to enhance profitability. In addition, the role ensures that all activities within the venues are operated safely, legally, and in full compliance with licensing and regulatory requirements. Long working days are occasionally required, with shifts of up to 17 hours during busy event periods.

Key Result Areas

Responsible for	Contributor to
Overseeing event operations Act as Duty Manager for the Students’ Union Building and Manchester Academy, ensuring seamless delivery of all events and activities.	Driving team performance Lead, brief, and support event, bar, and technical staff, fostering a motivated and safety-conscious team culture.
Leading show advancement and client liaison Coordinate with promoters, touring personnel, and suppliers to ensure all client requirements are met and the venue is fully prepared for each event.	Enhancing customer satisfaction Respond effectively to customer feedback and continuously identify opportunities to improve the visitor experience and venue operations.
Ensuring operational excellence Maintain high standards across public and back-of-house areas, managing staff and contractors to deliver an exceptional customer experience.	
Managing compliance and safety Conduct and monitor risk assessments, ensure adherence to health, safety, and licensing regulations, and confidently implement emergency procedures when required.	
Monitoring and maintaining venue standards Oversee the condition of venues and bars, report and follow up on maintenance issues promptly to uphold operational readiness.	

Delivering accurate reporting and financial accountability Complete event documentation, financial reports, and other records within agreed timeframes to support business performance.	
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Organisational Stewardship & Leadership Responsibilities

- You'll contribute to team planning days and delivery of team goals and objectives
- You'll be able to conduct risk assessments for area of work and have a good knowledge of risk mitigating activities for day to day activities
- You'll perform role in line with Union financial framework ensuring all financial paperwork is passed to the finance team, contributing to budgeting and forecasting for aspects of the departmental budget
- You'll hold expert knowledge of policy and procedure as it relates to the role being delivered and is able to independently apply the framework for the majority of day to day matters

Person Specification

Criteria	Assessed at:			
	Application Form	Interview	Interview Task (None)	All
Education				
Personal license holder (Not essential)				✓
We accept candidates from any educational background.				✓
Knowledge, Skills and Experience				
Experience in duty management of live music events with at least 1000 attendees (Not essential)				✓
Health and safety knowledge – excellent ability to monitor risk in a live music environment, understanding of licensing regulations, confident at implementing and managing emergency procedures				✓
Customer service skills – focused on providing an excellent service for customers and clients		✓		
Administration skills – great at completing all admin duties, including report writing and record keeping		✓		
Personal Attributes				

Organised – strong ability to prioritise multiple tasks/demands at once	✓			
Works well in a team – great at using initiative to identify what tasks need to be completed to contribute to team goals		✓		
Professional – great ability to act professionally in a busy working environment and with a range of colleagues and clients	✓			
Values & Behaviours				
Align with the SU's values and behaviours both personally and professionally				✓
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](#).