

Job title:	Deputy Venue Manager
Location:	Students' Union building, Whiteknights, Reading, RG6 6EH
Working hours:	Annualised (1950 per annum) average 37.5 per week
Salary:	£26,724.79 - £30,374.16
Grade:	B7 - B12
Reporting to:	Venue Manager; Operations Manager; Director of Commercial Enterprise

Job Purpose

To support the operational delivery of our licensed venues, catering outlets, and event spaces. To work closely with the Venue Managers, playing a hands-on role in ensuring the smooth running of day-to-day operations, support staff teams, and delivering excellent service.

Accountabilities:

The key accountabilities of the post holder will be to:

- Helping to create outstanding experiences for students and customers
- Supervise student staff to ensure high standards and excellent service
- Assist in the attainment of Commercial KPIs in line with budgets

Responsibilities:

- Assist Venue Managers with the day-to-day operations across Reading Students' Union bars, catering services, and events
- Supervise and support front-line staff to deliver safe, efficient, and customer-focused service
- Help monitor stock control, supplier deliveries, and ordering processes
- Ensure compliance with licensing, health & safety, and food hygiene regulations
- Support staff recruitment, induction, and ongoing training
- Contribute to monitoring budgets and controlling costs under the direction of Venue Managers
- Work collaboratively with colleagues and student representatives to help deliver a high-quality, inclusive programme of events
- Deputise for Venue Managers during absence, ensuring continuity of operations
- Undertake any other tasks commensurate with the level of appointment that may from time to time be reasonably requested

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

Person Specification

	Essential	Desirable
Experience	• Experience working in bars, venues, or catering operations • Supervisory or team leader experience in a hospitality setting	• Experience at large scale events (e.g. club nights, festivals, balls)
Skills, Knowledge, Expertise & Qualifications	• Ability to deal with customers in an effective and efficient manner • Educated to good general standard • Understanding of licensing laws, health & safety, and food hygiene regulations • Ability to assist with rotas, stock, and supplier processes • Good verbal and written communication skills • IT literacy (MS Office, EPOS, rota and / or stock systems)	• Personal Licence • Food Safety qualification • First Aid qualification • Awareness of entertainment technical equipment
Values & Behaviours	• Strong teamworking skills and ability to supervise staff • High attention to detail and commitment to service quality • Proactive, solution-focused, and adaptable approach • Willingness to work flexibly, including evenings and weekends • Values driven, with a genuine interest in working with students and support their experience	• Champion for equity, diversity and inclusion and an understanding of how this is relevant in a students' union • Passion for sustainability and how this is relevant to a students' union

Date Completed:

September 2025