



Keele Postgraduate Association

Deputy Bar & Entertainment Manager

Keele University & the KPA

Keele University

Keele University is the UK's leading campus based university offering a premium student experience. The University offers a truly international appeal with students from over 120 countries and has one of the largest student residential communities of any university in the UK. In the 2018 National Student Survey Keele was ranked 1st nationally and continues to be a top ten University for graduate employment.

Keele University promotes interdisciplinary and multi-disciplinary scholarship making a distinctive contribution to higher education by emphasising the strength of a broader educational programme.

Keele Postgraduate Association (KPA)

The Keele Postgraduate Association began life in 1963 as the Keele Research Association (KRA), a group dedicated to obtaining on-campus accommodation for postgraduate students. It was the first students' union in the United Kingdom dedicated exclusively to the support of postgraduate students. Situated in the second floor common room of Keele Hall, also known as the "Gun Room," the KRA became committed to the social side of the research community, soon becoming the voice of postgraduate interests within the University.

Now known as the KPA, the Association is now a small students' union providing representation and support services for postgraduate students at Keele University. The Committee is comprised of two full-time elected officers, two part-time officers, and a small number of voluntary positions. These officers act as a conduit between the student body and Keele University, sitting on over 30 committees and working groups throughout the organisation.

The KPA's social space, the recently refurbished KPA Clubhouse, sits in the centre of campus and provides food and refreshments to postgraduate students and University staff.

Department:	Keele Postgraduate Association, KPA Clubhouse
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Responsible to:	KPA Bar & Entertainment Manager
Responsible for:	Casual Staff

Salary:	Salary: £22,000	Hours:	39 per week
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Role Summary:

We are looking for an enthusiastic and highly motivated individual to assist with the running of the KPA Clubhouse, providing an exciting mix of services across a licensed space. As the deputy Bar & Entertainment Manager, you will play a key role in delivering a high quality service to our student members whilst contributing to tasks such as budget management, staff supervision, maintaining high standards of hygiene, quality and customer satisfaction, and working closely with the Clubhouse Manager and KPA's elected officers.

You'll work in our unique educational setting, with our student customers at the heart of what we do. You'll understand the needs of the customer base through research and analysis of use and trends. You will help develop the offer in order to maximise revenue within our licenced space.

You will have experience in a supervisory capacity in the licensed trade and the ability to thrive and to motivate others to deliver high quality work in a busy, fast-moving environment. You will enjoy working as part of a team dedicated to providing a fantastic experience to the students of Keele University and will have a passion for good customer service.

Main Duties

- To develop the Clubhouse service in conjunction with the Clubhouse Manager and recommend improvements and development opportunities, including ways of increasing business during both term and vacation times.

- To assist and support the Clubhouse Manager in the provision of information and reports on the Clubhouse services and any such other information as may be reasonably required.
- In conjunction with the Clubhouse Manager, ensure that the KPA Clubhouse operates within relevant licensing laws, health and safety and hygiene legislation, any other relevant statutory legislation and any such conditions imposed by Keele University and the local authority.
- To recruit, train and manage all staff working within the Commercial Operation. To provide overall supervision to all commercial staff, ensuring that such staff adhere to their terms and conditions and perform to the appropriate standards.
- To ensure that an effective rota is in place for the bar & kitchen operations, suitably costed within the budget.
- To ensure that all staff are aware of their regular targets and subsequent achievements for sales, margins, wages and any other costs relating to operations.
- To ensure that all staff are included in the communications process of key information and to feedback information, comments and ideas from the Commercial Team.
- To assist and support the Clubhouse Manager in developing the range of stocks and supplies for the bar and kitchen.
- To assist and support the Clubhouse Manager in organising events. To manage the promotional material for the events, advertisement on various platforms and to step in and run any events (in relation to the entertainments) when the Clubhouse Manager is unable to attend. To assist and support the Clubhouse Manager in organising and facilitating any technical requirements for events.
- To attend such meeting as required to assist with the smooth running of KPA operations generally.
- To assist and support the Clubhouse Manager with the development of a departmental operating plan.

FINANCE & STOCK CONTROL

- To coordinate with the Clubhouse Manager and Finance department to ensure that floats are prepared and that there are adequate safe and till checks.
- To ensure the safety of stock and cash, by good practice and procedures. To ensure that stock is rotated and all point of sale material and waste are recorded for future scrutiny and reference.

- To ensure that proper records of deliveries, transfers, promotions, discounted sales and wastage are recorded appropriately for the stock take in a form acceptable to them and KPA management.
- To be responsible for ensuring that stock checks are carried out along with the Team Leader(s) and that records are maintained.
- To assist with the end of month accounts by pulling the relevant paperwork together, generating invoices and reviewing stock takes.
- To work with the Clubhouse Manager to produce budgets for the forthcoming year based on detailed sales analysis.

EQUIPMENT/TECHNICAL

- To assist the Clubhouse Manager in arranging any lease deals for services or equipment within the Bars operations.
- To be responsible for all equipment operated by the bar & catering operations, including the preparation and upkeep of an inventory of equipment. To be responsible for the reporting of any faults to this equipment and those facilities in areas under the jurisdiction of the bar.

EVENTS & PROMOTION

- To assist the Clubhouse Manager in the provision of a varied, popular and financially viable entertainments and events programme, taking a lead role in the planning and delivery of the regular event schedule
- Monitor the quality of the KPA's general entertainments provision, specifically concentrating on postgraduate events (which will necessitate evening and weekend work).
- Working in conjunction with the Keele marketing team to ensure that there is a regular flow of event information to students across the University through the inputting of KPA Events in the Keele App.
- Lead in the effective creation, use, and promotion of relevant event material.
- To assist with the implementation of entertainment promotion plans as required.
- To upload advertising materials onto social media and other platforms

HEALTH & SAFETY

- Ensure high standards of health and safety are maintained at all times
- Working with the Team Leader(s), communicate any issues back to the staff on how procedures can be improved, considering the development of new policies and procedures as required.
- To assist the Team Leader(s) in ensuring the staff are appropriately trained and supervised, maintaining record of such training relevant to the area.

OTHER DUTIES

- To contribute to the positive image of the KPA with students, the University and the local community.
- To abide by KPA Constitution, Policies and Procedures at all times.
- To undertake other tasks and responsibilities, compatible with the level and nature of the post, as required by the line manager from time to time.
- To attend appropriate meetings as and when required.
- To uphold and adhere to KPA Health & Safety policy and best practice.
- Environmental consideration and environmental best practice is the responsibility of all KPA staff.
- Ensuring that the KPA Clubhouse is at the centre of Keele's Postgraduate community through the organisation and marketing of regular events reporting to the KPA Coordinator and KPA Committee
- To work in a manner which supports the future sustainability of the KPA and KPA Clubhouse.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post-holder. These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

The KPA considers regular and ongoing training as essential to job satisfaction and career development. The post-holder will be offered the opportunity to participate in training that is relevant to their duties and the post-holder will be expected to undertake such training as may be reasonably practicable.

This post is unlikely to meet the relevant criteria to allow the University to issue a Certificate of Sponsorship. Applications from candidates who require a Certificate of Sponsorship to work in the UK will be considered against the requirements stated in the recruitment documentation. Recruitment decisions will be made in accordance with the UK Visas and Immigration guidance.

The KPA is strongly committed to the fair treatment of its staff and potential staff, regardless of race, gender, religion, sexual orientation, responsibility for dependants, age, physical/mental disability or offending background. In addition, all staff are currently paid a 'living wage' of £8.91 as a minimum.

In line with Keele University's policy on the Recruitment of People with a Criminal Record, shortlisted candidates are required to provide information of any unspent convictions, cautions and bind-overs. Applicants are advised to seek independent advice if there is any doubt about the status of a previous conviction, caution or bind-over. Disclosures will only be considered at the point when an offer of employment is made. The existence of a criminal record will not in itself prevent you from gaining employment.

The KPA is committed to equal opportunities and will seek to ensure that all job applicants and staff are treated fairly, with respect, and without bias.



Evidence Key	
A =	Application
I =	Interview
R =	References
T =	Test
P =	Presentation
	(or a combination)

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
Qualifications/ Education/ Training	<ul style="list-style-type: none"> Four GCSE's Grade A-C including Maths and English (or equivalent) or equivalent experience. 	A	<ul style="list-style-type: none"> Evidence of extensive continuing professional development 	A,I
	<ul style="list-style-type: none"> Relevant alcohol licencing qualification (ie BIIAB Level 2) 	A	<ul style="list-style-type: none"> Qualification or degree in Hospitality/ Leisure 	A
	<ul style="list-style-type: none"> Relevant food hygiene certification (Level II) 	A	<ul style="list-style-type: none"> Food Hygiene Level III Qualification 	A
			<ul style="list-style-type: none"> IT qualifications: ECDL Stage 1&2/NTQ 3/CLAIT 2 or 3 	A

Experience	<ul style="list-style-type: none"> • Evidence of a supervisory level • Responsibility for operation of a catering/licensed venue • Experience organising and marketing events and entertainment • Experience with 	<p>A, I, R</p> <p>A, I</p> <p>A, I</p> <p>A, I</p>	<ul style="list-style-type: none"> • Experience of working within the provision of student entertainment • Experience of managing a similar/comparable venue in a student/campus environment. 	<p>A, I</p> <p>A, I</p>
	<p>business finances: cash handling procedures, banking, invoicing, and associated administration</p> <ul style="list-style-type: none"> • Experience in organising, promoting, and delivering student entertainment and events 	<p>A, I</p>	<ul style="list-style-type: none"> • Experience of using social media to promote events, including paid targeted advertorials 	<p>A, I</p>

Skills/ Aptitudes/ Competences/	• Ability to lead and supervise a team	A,I	<ul style="list-style-type: none"> • A demonstrably broad understanding of the nature of Students' Unions and their provision of support and entertainment • Broad knowledge of the commercial operations of a small hospitality based business 	A,I
	• Excellent customer care skills	A,I		
	• Good time management and ability to prioritise effectively	A,I		
	• Able to delegate effectively	A,I		
	• Able to work unsupervised	A,I		
	• Numerate with a high degree of accuracy and attention to detail	A,I		
	• A comprehensive knowledge of health and regulations, food hygiene, alcohol licencing, financial aspects of running wet and dry services, human resources best practice	A,I		
	• Excellent IT skills, in particular	A,I		

	<p>Advanced skills in Microsoft Excel and Microsoft Word.</p> <p>A,I</p> <ul style="list-style-type: none"> • Ability to work to tight deadlines <p>A,I</p> <ul style="list-style-type: none"> • Excellent communication and interpersonal skills including the ability to produce reports and disseminate information in a professional manner <p>A,I</p> <ul style="list-style-type: none"> • Evidence of a commitment to personal professional development and development of subordinates <p>A,I</p> <ul style="list-style-type: none"> • Able to deal calmly and confidently with a diverse range of customers <ul style="list-style-type: none"> • A commitment to ensuring high standards of hygiene, quality, cleanliness and presentation <p>I</p> <ul style="list-style-type: none"> • Flexible/adaptable to the changing needs of the role, remaining calm under pressure <p>A,I</p> <ul style="list-style-type: none"> • Ability to drive change where required <p>I</p> <ul style="list-style-type: none"> • Effective decision-making skills <p>I</p> <ul style="list-style-type: none"> • Able to build a <p>I</p>			
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	<ul style="list-style-type: none"> Flexibility with working hours, and comfortable working during some holiday periods and weekends. 	A, I		
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Closing date for applications: Friday 10th September @ 5pm

Interviews will be held on: Friday 17th September

Post reference: KPA/Club