Licensed Trade Assistant, The Venue



Recruitment Pack



Welcome From The CEO

Thank you for your interest in the position of **Licensed Trade Assistant, The Venue**, at Kent Student's Union (KSU), and considering us as your new employer.

This is an exciting opportunity to join a team that sits at the heart of our organisation, supporting both KSU and Kent Union Trading Ltd (KUTL), our commercial services. From digital platforms used by thousands of students to the technology that underpins our venues, events and outlets, this role plays a **key part in delivering the services and experiences that define student life at Kent.**

Students are the reason Kent Students' Union exists. We are there through their university journey. Our amazing staff and volunteers work towards improving their experience and you will be joining a talented and committed team.

Thank you for your interest in the role, this pack should provide everything you need to support your application. However, for more information or for an informal chat about the role you can contact us at kentunionrecruitment@kent.ac.uk.

We look forward to hearing from you.

Mel Sharman

Chief Executive

About Us

OUR MISSION

Why we're here

We are a charity that supports students at the University of Kent.

We are:

- Student led
- Here for our members
- A place of opportunities



OUR BELIEFS

Why we do it

We believe every student should have the opportunity to try out new experiences, have fun, make new friends and be part of a community; we believe every student should **have the opportunity to fulfil their potential** in life, have a voice in society and make a difference.

OUR VISION

Where we're going

Our vision is to provide the best student experiences on the planet

OUR VALUES

How we're perceived

Bold

- We are brave and courageous; we stand up for students' rights
- We are innovative
- We challenge the status quo

Inclusive

- We welcome all people and appreciate their uniqueness
- We are champions of equality and diversity

Supportive

- We look out for people
- We want students to succeed in life so we offer transformative experiences for them to get involved in
- We ensure our staff have a healthy work-life balance

Find out more at www.ksu.co.uk/strategy



How We Are Run

How Are We Financed?

We have two income streams: University core grant funding and generating income through KUTL, our commercial services trading company. **Our KUTL profits are gift aided into the Kent** Student's Union charity and reinvested back to provide essential services and activities for our students and members.

Our Trustee Board

As a registered charity, we are governed by a Board of Trustees. It is made up of the 3 elected **Full-Time officers, 4 External Trustees and 4** Student Trustees. Our Board of Trustees has ultimate responsibility for directing the affairs of Kent Student's Union, ensuring we are solvent, well-run and delivering our objectives. The day to day running of the Union and KUTL is delegated to **the Chief Executive, Senior Management and staff** team.

KUTL Board

Kent Union Trading Limited (KUTL) Board of Directors has ultimate responsibility for directing the affairs of Kent Union Trading Limited, ensuring it is solvent, well-run and delivering its objects. KUTL is a wholly owned subsidiary of Kent Student's Union, which exists to run activities on behalf of Kent Student's Union that are outside the scope of Kent Student's Union's charitable purpose. The Board is made up **the External Chair, President, 3 Trustees and the Executive Directors which include the Chief Executive and Director of Commercial Services.**

Staff And Management Structure

Kent Student's Union employs approximately 411 staff to provide services for its members. Staff are of two types: approximately 300 student staff, who work whilst completing their studies at the University of Kent and 111 career roles – professionals who have made working at Kent Student's Union part of their career. Staff are employed by either the charity or for the Commercial Services employed directly by KUTL.

Working With Us



We're Bold

You'll be working for an organisation that is innovative and challenges the status quo to stand up for students and ensure they have the best time at university. You'll get to directly shape what we do and pioneer new areas of work.



We're Supportive

We're really flexible as we understand that life isn't 9-5 and we'll always look at how we can best adapt to meet your needs; this includes the ability to work remotely.



We're Inclusive

We are an organisation that champions equality and diversity and works to embed this in everything we do. We positively encourage applications from all individuals irrespective of their gender, age, ethnicity, sexuality, religious beliefs, or disability.



It's Great Fun

We are always working hard to improve the student experience, but we have a great time doing it. You'll be joining a team of passionate and friendly people and get to be involved in all the incredibly random fun things we do that make Students' Unions such amazing and unique places to work.

Our Commercial Services

The commercial services through KUTL include catering and licensed trade, retail, business development and the nursery. The total budget across all commercial services is over £9million and the staff team is around 70 career staff and 300 student staff.



The Venue Nightclub

The Venue is the largest student night club in Canterbury and plays host to a wide range of late-night entertainment from Welcome Week, Summer Balls to regular weekly club nights.

thevenuekent.co.uk



Woody's

Woody's has been renovated to an exceptional standard and is a social hub for students to build student communities, providing everyday food and drink for students on campus.

ksu.co.uk/woodys



Campus Coffee

Campus Coffee is a hive of activity and the perfect place for coffee, soft drinks, light snacks and lunch, located in the library.

ksu.co.uk/campus-coffee



Oaks Nursey

Kent Student's Union operates a 95 capacity children's nursery. This is a key service to both staff and students, enabling them to study and work.

oaksnurserykent.co.uk/



Retail

Kent Student's Union was sector leading in the development of retail and is host to two Co-op franchise stores. Collectively these turnover £5 million and are an essential service to students and staff on campus.



SU Network

SU Network specialises in student market advertising, with deep insight into campus culture. It has grown to support over 25 campuses and many more bookings nationwide.

sunetwork.co.uk/

Where We Work

We have five buildings over the University of Kent campus, from where we deliver services for students, including our bars, venues a nursery and shops. This post includes hybrid working, with an **office in the Mandela Building (University of Kent,** Canterbury CT2 7NW), with occasional travel to other campuses.

There are bus links to the campus and the nearest train station is Canterbury West, which is approximately a 20-minute walk. There are also parking spaces available on the purchase of a permit and the campus also has plenty of cycle parking spaces.

When We Work

Kent Student's Union recognises the importance of helping its employees balance their work and **home life and so we have cutting-edge flexible** working policies and many ways in which staff can **work flexibly and remotely, based on the nature of** the role and in line with business needs.

Any employee can make a request for flexible working. Whilst we cannot guarantee to **accommodate a flexible working application, we** do guarantee that we will carefully consider any request made.

Equality, Diversity & Inclusion

Kent Student's Union is committed to the principles of equality of opportunity. A key priority for us is to improve racial and ethnic diversity amongst our workforce, and as such we particularly welcome applications from racially and ethnically **marginalised backgrounds candidates (REMP).**

Racially & Ethnically Marginalised Peoples (REMP) Priority Interview Scheme

We recognise that applicants from racially and ethnically marginalised backgrounds may have experienced additional barriers when applying for new roles.

Therefore, if you meet the minimum criteria (at least 80% of the 'essential' criteria in the person **specification) and are from a REM background,** you'll be guaranteed an interview.

If you are a REM applicant and would like to be considered under our guaranteed interview scheme, you must indicate this by selecting the relevant box on the application form.

If you do not select this box, your application will be considered alongside all other applications. It is important to note that this scheme guarantees **an interview for REM applicants who mee the** minimum criteria. The selection decision at interview will be based on the most suitable candidate, regardless of background or protected characteristic.



About The Department

Department Name	Kent Union Licensed Trade – KUTL
Description	KUTL is the commercial arm of Kent Student's Union, which includes Business Development, Retail, Catering and Licensed Trade and Nursery. We are a vibrant, student-led organisation with a bright future ahead of us. After a challenging few years, we are going from strength to strength with a renewed focus and energy to amplify the voice of our members and ensure they have a fantastic student experience. Our driving force is our new strategy, which sets out our priorities over the next four years. Students are the reason Kent Union exists. We are there through their university journey. Our amazing staff and volunteers work towards improving their experience, whether it's helping them with their studies, practicalities of life or to have fun.

What We Do	We are a strong and successful students' union that delivers a broader range of services than most other UK Students' Unions. We run student opportunities, events and services that are sector-leading and engage thousands of students every year. The goals in our strategic plan going forward are to be 'student led', 'here for you' and 'a place of opportunities' for our students. We do this by being an expert on and advocate on behalf of students, campaigning and challenging for a positive and inclusive experience for them and empowering them to make the most of the many opportunities available to them. Kent Student's Union is a great place to work. We were re-accredited with Investor in People Gold status in December 2014 and were accredited with Leaders in Diversity in 2013. We were the first students' union in the UK to achieve Investing in Volunteers status and have been included in the Sunday Times 100 Best Not-For-Profit Organisations to Work For, for 11 years, placed 17th for 2020.

About The Role

Job Title	Licensed Trade Assistant, The Venue
Salary Range	£age related minimum wage plus holiday roll up
Annual Leave	Holiday pay is included in hourly pay.
Reports To	The Venue General Manager, Assistant Manager and Team Leaders
Place Of Work	The post holder's principal place of work will be The Venue. However, in the future, it may be necessary for Kent Student's Union to require you to work in other locations on the University of Kent Campus but you will be trained to do so.
Working Hours	Approx. 10 hours per week, as part of their shift pattern. The post holder will be required to work weekends and late nights into early mornings including Welcome Week and Summer Ball.
Role Purpose	The post holder will be a member of the Licensed Trade Department, which manages a large nightclub, a cafe and Woody's bar. The post-holder will exceed customer expectations at all times and work within a busy nightclub environment. Authority and direction is delegated from the Union's Trustees, via the Commercial Operations Manager, The Venue General Manager and the Venue Duty Manager.

Duties And Responsibilities

Operational Duties

1.0 Customer Care
• To ensure that customers are treated in a friendly and polite manner and to ensure customer's expectations are exceeded.
• To deal with all customer feedback, in a courteous, efficient and timely manner.
• To ensure Customer Service Level Agreements are adhered to all times.

2.0 Health and Safety
• To ensure that Kent Students' Union's Health and Safety policy is adhered to at all times.
• To ensure that all areas of the premises are clean and tidy and that any maintenance needs are reported immediately.
• To help to ensure the health and safety of all customers, suppliers and visitors to Kent Students' Union's premises.
• To undertake all necessary cleaning in adherence with COSHH regulations.

3.0 Cash and Stock Controls
• To ensure that cash control systems are adhered to at all times.
• To help to ensure stock levels are maintained and rotated where necessary.

4.0 Other Duties
• To abide by the Union's Constitution, policies and procedures and to the Licensed Trade operating systems, policies and procedures at all times.
• To contribute to the positive image of Kent Students' Union with other students, the University and the local community.
• To attend appropriate meetings as and when required by the Union and/or line managers.
• To undertake other tasks and responsibilities, compatible with the level and nature of the post, as required by the Union.
• To work in the Union's other outlets if necessary.

This Job Description does not form part of your contract of employment.

Expected Behaviours

To attend training sessions, and appropriate meetings as and when required by Kent Students' Union

To contribute to the positive image of Kent Students' Union with students, University and the local community

To lead by example and demonstrate a full understanding of the organisations democratic structures

To undertake other tasks and responsibilities compatible with the level and nature of the post as required by your manager from time to time

To ensure systems are in place to reduce Kent Students' Unions' impact on the environment

What We're Looking For

Personal Specification

Essential requirements should be demonstrated before appointment and maintained in post. Desirable elements should be developed and maintained once in post as needed.

Essential, Desirable, Tested at Interview and Application

Qualifications	E	D	I	A
Health and Safety Qualification		X		X
First Aid Certificate		X	X	X
GCSE Maths or equivalent		X	X	X
Experience	**E**	**D**	**I**	**A**
Demonstrable experience of providing excellent customer care	X		X	X
Best practice with regard to stock management and cash security.	X		X	X
Experience of working in a customer facing environment	X		X	X
Use of EPoS systems	X		X	X

Knowledge	E	D	I	A
Working knowledge of Licensed Trade trends.	X		x	X
Best practice with regard to stocktaking and cash security.	X		X	x

A good knowledge of planning staff rotas or allocating daily duties to meet the business needs	X		X	X
Sound knowledge of working to sales, labour and GP targets to maximise business performance	X		X	X

Skills	E	D	I	A
Excellent communication skills, with the ability to relate to people at all levels.	X		X	X
A confident, resourceful and creative individual who can operate in a challenging environment	X		X	X
Sound judgement and ability to handle competing priorities	X		X	X

Values And Behaviours	E	D	I	A
Evidence of a personal commitment to continuing professional development.	X		X	X
A team player, who helps others build a successful team, celebrates others' success and supports others to achieve individual and collective goals and objectives.	X		X	X
A commitment to equality of opportunity; someone who builds a culture of inclusivity and diversity.	X		X	X
A commitment to working in a democratic and charitable organisation, with the ability to build constructive relationships with people all across the organisation, and externally.	X		X	X
Someone who is positive, enthusiastic, determined and resilient enough to cope with the demands of the role.	X		X	X

How To Apply

Positioned Advertised	Until 30 November 2026
Applications Close	30 November 2026, 23.59 pm
Shortlisting	1 December 2026
Interviews	7 and 8 December 2026

To apply, please submit your application through our recruitment portal at ksu.co.uk/careers.

Please ensure that you pay particular attention in your application to detailing how your experience meets the requirements of the person specification and why you are interested in the position.

If you have any further questions about the role or the application process, please contact **Alex Brogan, The Venue General Manager** by emailing **a.brogan-kent@kent.ac.uk**

Completed applications must be received by 30/11/2026 23.59pm

KSU

KENT STUDENTS' UNION

ksu.co.uk