

The Venue Assistant Manager

Catering Licensed Trade

Recruitment Pack Full-Time

January 2026

Job Title – The Venue - Assistant Manager

Annual Salary - £27,263

Hours per week – 35 Hours per week – Full Time

34 days' annual leave

Thank you for your interest in the position of Venue Assistant Manager, part of Catering Licensed Trade team at Kent Students' Union Trading Ltd (KUTL); KUTL is the commercial arm of Kent Students' Union. 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 two years. 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, whether it's helping them with their studies, practicalities of life or to have fun.

Kent Students' Union operate a range of services for students at the Canterbury Campus of The University of Kent Retail shops, a Bar, a Café, a Nightclub and a children's nursery.

We are looking for a new Assistant Manager to join The Venue. The Venue is a 1200 capacity nightclub situated on the Canterbury campus. The Venue currently runs a range of late night student focused events, alongside private hire and public events. This role will play a pivotal part in shaping student experience at Kent, with over fifty thousand student visits a year The Venue is a key space for Kent Students' Union to engage with students. The



Venue Assistant Manager is responsible for working alongside the General Manager to deliver excellent results for our students and our public patrons. The post holder will be responsible for effectively managing The Venue nightclub and the spaces within, and will have oversight of all operational areas of the nightclub and events that it holds. The Venue is operational 3 nights a week on Wednesday, Friday and Saturday, as well as holding small evening and day events. The post holder will be responsible for delivering consistency in all aspects of operations and will be tasked with working a combination of daytime, evening and weekend shifts. The Venue has a vibrant and engaged student staff team; as part of this role the post holder will be responsible for staff development and management. They will be responsible for stock, ordering, and will maximise profitability by increasing sales and controlling costs. The post holder will be responsible for the health and safety of customers and staff, as well as the security of the building.

How to apply

Application and Selection Process and Timetable

Position Advertised: Thursday 19th February 2026

Applications Close: Tuesday 10th March 2026

Shortlisting: Wednesday 11th March 2026

Interviews: Tuesday 17th March 2026 & Wednesday 18th March 2026

Applications

To apply: Please submit your application on our recruitment portal at ksu.co.uk/careers, to include a copy of your CV.

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 questions about using the recruitment portal, please email kentunionrecruitment@ksu.co.uk.

Website

Kent Students' Union's website contains further background information about Kent Students' Union to help potential applicants. Potential applicants are encouraged to look at the website prior to applying; the website address is www.ksu.co.uk.



Further Information and Questions

If you require further information, please contact:

Name: Laurel Wood

Job Title: Deputy Director Of Commercial Services

Contact Number – 01227 824200

Email address: L.Wood-443@kent.ac.uk

Duties and Responsibilities

Operational Duties
To ensure the health and safety of staff, customers and suppliers, and specifically to undertake regular risk assessments and safety checks in line with the Union’s Health and Safety Policy.
To be responsible for the Health and Safety and proper maintenance of equipment within the outlet, to the high standard expected by the Union and specific legislation.
To develop and maintain strong stakeholder relationships with various University Departments, senior staff, and police, fire and licensing authorities.
To create a culture of excellence in customer service, ensuring that customers’ expectations are exceeded whenever possible.
To ensure optimum levels of staff are available in order to deliver consistently high levels of customer service.
To ensure that the Union’s Health, Safety and Well-being Policy and appropriate Health and Safety legislation is adhered to at all times, and to provide leadership in health and safety management for staff and customers.
To act as a Duty Manager and run events approximately 2 times per week.
To manage and oversee all aspects of the Venue Nightclub when responsible for an event.
Carry out other duties and activities as reasonable be required to support colleagues in achieving Kent Union’s Plan.
To be responsible for stock control, accepting deliveries and monitoring stock levels, ensuring wastage is kept to a minimum and stock management systems are adhered to at all times.
To be responsible for the security of all resources in the cellar and stores, particularly stock as well as the maintenance of the cellar equipment.



People Responsibilities
<p>To effectively communicate with individuals, team and organisational goals to all team members</p> <p>To give regular and constructive feedback, and ask for feedback from the team on how you are leading, managing and developing staff and act on it to improve performance.</p> <p>To undertake performance reviews of direct reports, in line with Kent Union policy.</p> <p>To encourage open feedback and debate from team members.</p> <p>To effectively coach and mentor people to help achieve potential, and lead by example on continuous personal development.</p> <p>To support in the recruitment processes involved in employing new student staff.</p>
Financial Responsibilities
<p>To be responsible for the security of all resources and to follow all Kent Union's financial procedures.</p> <p>To assist the Venue General Manager in the overseeing of budget for the Venue in all its operations, by maximising profit through increasing sales, controlling costs and maximising profit margins.</p> <p>Responsible for the completion of the weekly cashing up process, change ordering and to provide accurate weekly financial accounts for the Venue including the investigation of all cash discrepancies and the production of suitable action plans to improve performance</p> <p>To be accountable for the security and management of all resources including stock and cash, and to follow all Kent Union's financial procedures</p> <p>To ensure all budgets are managed effectively, ensuring full adherence to Kent Union's financial reporting procedures.</p> <p>To be responsible for stock control and stock management of The Venue and ensure all paperwork is completed in accordance with Kent Union's Financial Procedures</p>
Expected Behaviours
<p>To attend training sessions, and appropriate meetings as and when required by Kent Students' Union</p> <p>To contribute to the positive image of Kent Students' Union with students, University and the local community</p> <p>To lead by example and demonstrate a full understanding of the organisations</p>



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

To act as an ambassador for Kent Union and show loyalty to the organisation, abiding by the Union's 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 your manager from time to time.

This job description does not form part of the contract of employment.

What we're looking for

Person Specification				
Essential requirements should be demonstrated before appointment and maintained in post. Desirable elements should be developed and maintained once in post as needed.				
Qualifications	Essential	Desirable	Tested at Interview	Tested at application
Generalist management qualification (e.g. Certificate or Diploma in Management Studies). Health & safety management qualification (e.g. IOSH Certificate in Managing Safety) and First Aid certificate		X		X
Personal licence holder		X	X	X
Health & Safety Qualification		X		X
Experience	Essential	Desirable	Tested at Interview	Tested at application
Experience of managing a team of people and motivating them to provide the highest standards of customer service	X		X	X
2 years management experience at an equivalent level in the late night or hospitality sector		X		X
Experience in managing a Licensed Trade premises and identifying new trends or initiatives		X	X	X
Have experience in working with a range of IT systems, in particularly EPOS till systems	X		X	X
Have experience in stock management, and can demonstrate understanding of	X		X	



how this can contribute to the financial sustainability of an organisation				
Knowledge	Essential	Desirable	Tested at Interview	Tested at application
Sound knowledge of how to control costs and maximise profit margins in order to contribute to the financial sustainability of the organisation	X		X	X
A good knowledge of health & safety legislation and best practice in the management of health and safety, with particular regard to operating a licensed premises here	X		X	X
A good knowledge of licensing legislation and how you would enforce the legislation set out in the Licensing Act 2003, through the role.	X		X	X
An awareness of the role of a Students' Union within higher education, and how you could contribute to building a better future for students through this		X	X	X
Skills and Abilities	Essential	Desirable	Tested at Interview	Tested at application
Sound judgement and ability to handle competing priorities and a challenging workload in a pressurised environment	X		X	X
Ability to operate effectively in a complex environment, with the political skills and acumen to develop productive relationships with a range of people	X		X	X
Proficient in IT, especially Microsoft Office	X		X	X



Excellent communication skills, with the ability to relate to and communicate effectively with people at all levels	X		X	X
A confident and resourceful manager who can operate in a complex environment and has credibility because of what they do and how they do it	X		X	X
Values & Behaviours	Essential	Desirable	Tested at Interview	Tested at application
Evidence of a personal commitment to continuing professional development	X		X	
A commitment to equality of opportunity; someone who builds a culture of inclusivity and removes barriers to diversity	X		X	X
An effective manager who is determined, robust and resilient enough to cope with the demands of the role	X		X	
A team player, who helps others build a successful team, celebrates others' success and supports others to achieve individual and team goals and a strong commitment to working in a democratic and membership organisation, with the ability to empower and build constructive relationships with elected officers	X		X	
A supportive individual who works to develop those around them to succeed	X			X



About the role

Summary of terms

- This is a **full-time** position.
- The contracted hours are **35 hours** per week
- This post will be based at THE University of Kent, Canterbury Campus.

Salary

The salary for this post is: **£27,263** plus, a Performance Related element based on targets and objectives.

Probationary arrangements

This post is subject to a 6-month probationary period, with 1, 3 and 6-month reviews.

Notice Period

The notice period for this position is: **6 weeks**

Annual Leave Entitlement

The post holder is entitled to 34 days' leave; this is inclusive of 6 'customary' days', normally taken over Christmas, and the 8 statutory leave days for England. (full-time equivalent).

Pension

Staff who are 'eligible jobholders' (subject to the eligibility criteria as determined by the government from time to time) are automatically enrolled into the NEST Pension Scheme. NEST is a workplace pension scheme set up by the government but run independently as a trust. Your contribution to the scheme is 5% of the pensionable salary you receive each month, which is based upon your annual salary, and KUTL's contribution is 3% of this pensionable salary.



Hours of Work

The contracted hours are 35 hours a week, with flexibility over work hours and times.

Work-Life Balance

Kent Students' Union is committed to facilitating a healthy work-life balance and has cutting edge flexible working policies.

Equity, Diversity & Inclusion

We have recently implemented our new EDI strategy 2023-28 the Strategy is here to ensure equity and inclusion are a priority for Kent Students' Union. Please see the full document here

[Link](#)

Annually we review racial diversity within our workforce and it is a key priority for us to improve racial and ethnic diversity amongst our workforce, and as such we particularly welcome applications from Racially and Ethnically Marginalised People (REMP) and have introduced a REMP Priority Interview Scheme.

Pre-employment checks

All job offers are conditional on the receipt of two satisfactory references.

We are also obliged to check your identity and obtain proof of your right to work in the UK, which you will be asked to provide at interview if you are successfully shortlisted.

Induction and training

All new staff benefit from an induction from the HR Team and their own team, as well as ongoing support and personal development.