

Last reviewed May 2025

Job title:	Trading Services Manager
Working hours:	40 hours per week
Contract type:	Permanent, full time
Salary:	£36,750 (FTE)
Reporting to:	Director
Responsible for:	Student bar staff

Role Purpose:

The Trading Services Manager will lead the operation of the RCASU's ArtBar and other Union spaces, creating inclusive, welcoming environments that reflect student needs and values. The role requires balancing student-led service delivery with commercial sustainability and innovation. You will oversee all health, safety, and hygiene standards within the Students' Union's food and beverage operations, ensuring full compliance with relevant policies and regulations. You will also be the DPS for the Students' Union licensed outlets.

This role requires effective team leadership, a commitment to exceptional customer service, and maintaining high operational and compliance standards. You will have the opportunity to make a positive impact on the student experience and contribute to the success and sustainability of our commercial services.

Key Responsibilities:

Operational Management

- Take full responsibility for the daily operations of the Art Bar and other commercial activities.
- Ensure the delivery of high-quality food, beverages, events, and service to meet the expectations of our diverse student community and visitors.
- Proactively manage maintenance issues, and maintain the cleanliness, presentation, and overall ambience of the venues, creating a welcoming atmosphere.
- Place orders to maintain appropriate stock levels and ensure gross profit margins are achieved.
- Ensuring all beverages are served in quantities as per licensing regulations and company policy.
- Ensuring high levels of presentation across our bars.
- Be the face of the outlets, actively engaging with customers and providing feedback and support to the team during service.

- Ensure casual staff have appropriate levels of training and supervision and regularly monitor rotas, staff deployment and expenditure to drive excellent service in line with agreed budgets.
- Ensure customer expectations are met, this may include running regular surveys or establishing other feedback mechanisms. This includes running specials and promotions to increase usage of the RCASU services.

Food and Drink

- Manage relationships with vendors and suppliers to ensure a consistent and reliable supply chain.
- Ensuring any offers and promotions are run at the correct times.
- Implement, control & review all procedures relating to stock control, purchasing and stock & waste disposal as relevant to the services.

Events, Bookings and Licencing

- Plan and coordinate occasional events and functions held within the Art Bar and manage bookings.
- Ensure compliance with licensing regulations and safety guidelines for all events.
- Work closely with the Events & Communications Officer when flagship or student society events are planned, accommodating their needs in a realistic manner.

Health, Safety & Hygiene

- Maintain safe and comfortable working conditions for all team members and visitors.
- Maintain strict adherence to food hygiene and safety standards, conducting regular checks to ensure compliance.
- Implement and update health and safety policies, ensuring all staff are trained appropriately.
- Comply with all relevant legal requirements and licensing regulations.
- Conduct and document risk assessments for all events and venues, following SU policies and legal standards.

Other

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the Students' Union. The post holder will be expected to undertake other duties as appropriate and as requested from time to time by management.

As the needs of the College change so the above job profile, duties and location of the role within the SU will be adjusted accordingly.

- Overseeing retail operations, including the sale and promotion of branded merchandise.
- Contributing to the strategic development of new commercial ventures, services, and revenue-generating opportunities.
- Adhere to RCASU's Equality and Diversity Policy and demonstrate commitment to its progression.
- Comply at all times with RCASU's policies and organisational values.
- Attend meetings and training events as required.

- Undertake any other duties and responsibilities of the post that may from time to time be reasonably requested after appropriate consultation and joint agreement.

Person Specification:

		Essential	Desirable	Assessment Method: Application / Interview/ Test
Education	Personal Licence		x	A
Knowledge and Experience	Prior bar and food service/commercial supervisory management experience.	x		A
	Experience of working within Higher Education/Student Unions		x	A
	Experience of managing a team schedule	x		A
	Experience planning, running and managing events and applying for TENs		x	A, I
Skills & Abilities	Experience in devising, delivering and evaluating training		x	A,I
	Strong understanding of business and financial management.	x		A,I
	Ordering, stock management and waste management	x		A,I
	Willingness to work during peak hours, including nights, weekends, and holidays as required	x		I
	Administrative Skills (MS office, email/web including developing and maintaining accurate records).	x		A
	Producing copy for a range of mediums including social media, website or traditional advertising		x	I A
	Strong communication skills and the ability to manage challenging customers while remaining calm	x		I

Values and Attributes	A commitment to creating and fostering an inclusive environment	x		l
	A commitment to transparency and honesty throughout work	x		l
	An enthusiasm for making the Art Bar and other commercial services leaders in sustainability	x		l
	A commitment to excellent customer service	x		i