

Royal College of Art



Students' Union



**Trading Services  
Manager**

**Candidate pack**

Closing date: Thursday 29<sup>th</sup> May 2025



# Welcome to the RCASU

Dear Candidate,

We are so pleased you are interested in joining Royal College of Art Students' Union (RCASU) as our new Advice Officer.

RCASU is a great place to work. We pride ourselves on having a positive environment where our people are laser-focused on the impact that we have on students, and are driven by our purpose and values.

The Royal College of Art (RCA) is unique in that we only have Postgraduate students, most of whom are here to do a 1 year course, and around 60% of our students are international, so this means we have to engage with our students in a different way to more traditional Higher Education institutions.

This is a truly exciting opportunity to contribute to the next steps of RCASU.

If you're interested in working with a fun, vibrant, dynamic charity, we'd love to hear from you.



# Who are we?

## About the charity

RCASU exists to improve the overall experience for current and future students at the Royal College of Art. We are a registered charity (a CIO), independent of the Royal College of Art, and we're looking for new Trading Services Manager to lead the operation of RCASU's ArtBar and other Union spaces.

RCASU is the voice of students, working with the College Head of Student Experience as well as the College to make changes in the interests of students. This work includes creating welcoming, engaging spaces for our students to enjoy.





# Our vision

We will engage our members in creating an exceptional student experience at the Royal College of Art and help students to achieve their potential.

# Our mission

To foster an inclusive, community-led culture that actively listens to and responds to the views of students, and which inspires the creation of opportunities to enrich their college experience.

# Our values

- Independence
- Transparency
- Equality
- Inclusivity
- Sustainability



# Where we are

The RCA is spread across three campuses:

- Kensington (besides Hyde Park). This is where we are based
- Battersea (besides Battersea Park)
- White City (a short walk from Westfield Shepherd's Bush)



Design: Andrew Sriviov, 2024



# The role

**Location:** Kensington campus, with occasional work at Battersea and White City

**Hours:** 40 hours per week

**Salary:** £36,750 (FTE)

**Contract Type:** Permanent, full-time

**Reporting to:** Director

**Responsible for:** Student bar staff

**Holiday Entitlement:** 20 days per academic year as well as bank holidays and College holiday closure days.

## About the Role:

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 ArtBar 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. (cont.)

- 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. (cont)

- 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:<br>application/<br>interview/<br>test |
|---------------------------------|--|-----------|-----------|--|
| <b>Education</b>                | Personal Licence   |           | x         | A  |
| <b>Knowledge and Experience</b> | 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   |
|                                 |  |           |           |  |
| <b>Skills and abilities</b>     | 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 | A, I |
|                              | Strong communication skills and the ability to manage challenging customers while remaining calm    | x |   | I    |
|                              |   |   |   |      |
| <b>Values and Attributes</b> | A commitment to creating and fostering an inclusive environment                                     | x |   | I    |
|                              | A commitment to transparency and honesty throughout work  | x |   | I    |
|                              | An enthusiasm for making the Art Bar and other commercial services leaders in sustainability        | x |   | I    |
|                              | A commitment to excellent customer service  | x |   | I    |

Join us in creating a welcoming and engaging environment where students can thrive. Apply today and help shape the future of student experience at the RCA!

For more information or if you have any queries please contact us at [students.union@rca.ac.uk](mailto:students.union@rca.ac.uk).

Apply at [SU Careers](#).

