

WE'RE HERE TO MAKE  
STUDENT LIFE BETTER AT  
ROYAL HOLLOWAY



**RECRUITMENT PACK:**  
**DEPUTY MANAGER**  
**PACKHORSE**

# Welcome.

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Thank you for your interest in joining Royal Holloway Students' Union (RHSU).

Working in a students' union is a unique experience where a collection of like-minded individuals come together to champion students' interests.

If you're passionate about being part of an organisation that challenges the status quo to deliver real change and unforgettable experiences, you've come to the right place. Whether it's offering helpful advice on that niggling academic issue, campaigning for changes on campus, or laying on great events and extracurricular opportunities, we cover a lot of bases.

By downloading this pack, you've already taken the first step towards joining our mission of making student life better at Royal Holloway. Being part of our new strategy in Building Community, Leading Change you can play a key role in helping us to deliver on our mission and having a real impact on student's lives.

The rest of the pack covers everything about the SU including how we work, our generous benefits package, and the strategy that drives us forward as an organisation. If you like the sound of what we have to offer, we look forward to hearing from you!



# Contents.

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**02 WELCOME.**

**04 A BIT ABOUT US.**

**08 OUR OFFICERS.**

**10 OUR STRATEGY.**

**11 OUR VALUES.**

**12 BENEFITS.**

**14 OUR STRUCTURE.**

**17 THE ROLE.**

**20 PERSON SPECIFICATION.**

**22 NEXT STEPS.**

# A bit about us.

The Students' Union is a student-led organisation that represents 13,000+ students across our Egham and Central London campuses. The activities and services we offer are really wide-ranging and include things like supporting 160 student-led Communities, and ensuring we represent students' academic interests. We offer free and independent advice through our professional Advice Centre, put on loads of free events with our Give It A Go programme, and run a shop, a pub, a couple of bars and a nightclub to fulfil students' social life on campus.

We're a charity (charity no: 1141998) registered with the Charity Commission. Why does this matter? Well it means that any profit we make through our commercial or membership services gets reinvested into services that help students during their time at Royal Holloway. That covers everything from funding societies to running national voter registration drives.

## We're independent from the University.

While we work really closely with departments from all across the University, we are an independent organisation. This is important for several reasons, but mainly it means that if students have a problem while studying - whether that is their course, accommodation, or other issues, they can come and talk to us. And they can do this in the confidence that we can take up the issue with the University and help to resolve it.



## Our leadership.

We're a democratic, membership organisation and all students at Royal Holloway are automatically members of the Union. Overall legal responsibility for the Students' Union rests with our Board of Trustees which is made up of four full-time sabbatical officers, three student trustees and five lay trustees.

The sabbatical officers are elected each year by, and from, the student membership of the University. They take a year out of their studies (or immediately after graduating) to take on a full-time paid staff role and to serve as a trustee.

The President of the Union (one of the four sabbatical officers) is the Chair of the Board of Trustees. They are responsible for chairing the meetings of the Board, leading the performance management of the Chief Executive and acting as lead ambassador of the Union to external stakeholders and the wider public.

## Board of Trustees.

President and Chair of the Board	Sharanya Sivarajah
Vice President Education	Madelaine Gray
Vice President Wellbeing & Diversity	Olivia Davies
Vice President Societies & Sport	Bana Asqalan
Student Trustees	Oliver Case Tomasz Ostrowski Eleanor Wooller
Lay Trustees	Lydia Halls Mike Johnson Rory Shanks Nicholas Yassukovich

## **Our management.**

Acting as Secretary to the Board of Trustees, it is the role of the Chief Executive to ensure effective and efficient strategic and operational leadership of RHSU.

In conjunction with the President, the position must balance the need to drive and deliver sustainable income streams with ensuring continuous improvement of student satisfaction, engagement and representation. The role works closely with the elected officers supporting them to ensure that the vision, goals and core values of the Students' Union are achieved.

The Chief Executive is supported by a professional Senior Leadership Team which has specific responsibilities for implementing the day-to-day management of the Union.

We employ a full-time team of c.50 permanent staff and 300 student staff. Last year, we paid over £800k into students' pockets through employment opportunities with us.

## **Our finances.**

The Students' Union has two main sources of income – an annual grant from the University and the income generated through our Commercial Services. We are a charity and a not-for-profit organisation. All surplus generated within the organisation is reinvested into the facilities and services provided across the organisation for our members.

## **We represent students.**

Leading on research and insight that can positively influence students' academic and co-curricular student experience, we ensure effective representation locally, regionally and nationally. Our sabbatical officers sit on University committees and engage with key stakeholders to ensure we build stronger student voice and advocate for students.

## **Our departments.**

We have three distinct departments: Community Engagement; Commercial Services; Finance and Resources.

### **Community Engagement.**

Forming the backbone of the organisation, Community Engagement includes Student Opportunities, Student Voice, the Advice Centre, and the Union Helpdesk.

This is a wide-ranging area that encompasses academic representation, elections, and supporting our 160 student-led Communities which range from societies, media outlets and sports clubs to our inclusion and academic communities.

### **Commercial Services.**

We operate a range of commercial services to enhance student experience on campus: the SU Venue, Medicine, The Packhorse, and the Union Shop.

These services enable us to employ over 300 student staff who gain valuable transferable skills, as well as lifelong friendships.

We also run a weekly Market Day during term time featuring fresh fruit and veg, bread and pastries, and a range of international street food stalls.

### **Finance and Resources.**

This department is responsible for everything from finance and processing our £6m annual turnover, to our people and culture team, and the recruitment and engagement of our permanent and student staff workforce, to broader compliance and IT infrastructure.

# Our 24-25 officers.

Every year the student body elects four sabbatical officers to work full-time in the Students' Union for a year.

They work on a range of issues relating to student life, listening to student thoughts and opinions while running campaigns and working with the relevant people and bodies to implement positive policy changes.

Each officer has a portfolio area that sees them take on responsibility for a different area within the organisation, together deciding its strategic direction.



## Sharanya Sivarajah President

The Students' Union President is the Chair of the Board of Trustees, sits on the highest decision-making committee at Royal Holloway, College Council, and is the figurehead of the Students' Union.



## Madelaine Gray VP Education

Not only is the Vice President Education the Deputy President of the Students' Union but they also sit on a number of high-level committees including Academic Board where the academic strategy of the University is decided.



## Olivia Davies VP Wellbeing & Diversity

With a focus on liberation campaigns, mental and physical health provision and general wellbeing issues, the Vice President Wellbeing & Diversity is a key voice for campaigning on campus.



## Bana Asqalan VP Societies & Sport

The Vice President Societies & Sport has joint overall responsibility for developing the support the Students' Union offers to student groups on campus.

# Our strategy.

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**Our overall mission is to make student life better at Royal Holloway but how do we achieve this?**

We are excited to launch our brand new strategy  
Building Community, Leading Change for 2024-2027.

## **Strategic Aims:**

- Building Communities for all Students
- Building Stronger Student Voice and Representation
- Providing Inclusive Activity and Spaces
- Providing Advice and Advocating for Students

## **Enabling Themes:**

- People and Culture
- Physical and Digital Infrastructure
- Well-Governed and Sustainable

Enabling our purpose and strategic aims, these areas form the backbone of our plan. Firstly, we must recruit great people who share our values and believe in our mission, fostering a collaborative and inclusive culture. Next, we must get our governance in order and invest in our physical and digital infrastructure to ensure it is fit for purpose. We also need to think sustainably in our everyday practices to ensure RHSU and the environment can thrive for years to come.

Want to read more about our strategy? Head to [su.rhul.ac.uk/strategy](https://su.rhul.ac.uk/strategy).



# Our values.

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Our core values guide our work and behaviours and we're proud to be an organisation that challenges the status quo, whilst being a fun place to work.

## **Student focused.**

We understand without doubt that we exist for our members. We make sure we know how their needs are changing. We adapt.

## **High quality.**

Quality is fundamental to achieving results. We go above and beyond expectations. We channel our energy into making things better and change or stop things that aren't working.

## **Inclusive.**

We champion and celebrate the importance of diversity, equality and liberation consistently through our work. We are ambassadors for our organisation and speak out if something is not right.

## **Brave.**

We embrace change and opportunity and we are not afraid to try new things. We are ambitious and constantly look for new approaches to doing things.

## **Trustworthy.**

We make decisions based on our values and take responsibility for them, admitting if we get something wrong. We communicate with integrity, even when the message might be difficult.

# STAFF BENEFITS

Get that work-life balance right.

## FINANCIAL WELLBEING

We provide tools for financial planning, early access to earnings, overdraft support, and employee discounts.

- Life assurance - 4 x Salary
- Season ticket loan
- Breakfast, tea & coffee provision
- Wagestream - Financial support platform
- Discounts through UniDays, StudentBeans, Wagestream and Westfield

## PROFESSIONAL DEVELOPMENT

We fund various personal and professional development options to help you thrive.

- Short training courses
- Accredited qualifications
- Online learning & reading materials
- Conferences & presentations
- Mentoring & coaching
- Shadowing colleagues
- Project leadership & volunteering

**Plus: Free Open University and RHUL courses available!**

## PERKS

We offer many extra perks!

- RHSU loyalty scheme & 10% off food in our venues
- Free parking
- Cycle to work scheme
- Tech scheme
- Summer & Winter celebration events

## ALLOWANCES

We offer allowances to support your life outside work, from enhanced parental leave to time off for significant life events.

- Enhanced family leave: Maternity, Paternity, Adoption
- Enhanced statutory leave provisions
- Relocation allowance

## LEAVE & TIME-OFF

We value time away to rest and recharge, offering generous, flexible leave for you and your family. Staff can also use bank holidays flexibly to celebrate faith or cultural events.

- 22-27 days annual leave + 8 bank holidays
- Discretionary leave during winter
- Annual leave purchase scheme

## WORK LIFE BALANCE

We're committed to a healthy work-life balance, offering flexible hours, hybrid work options, and supportive leave so you can succeed at work and enjoy life outside of it.

- Birthday day off
- Hybrid working
- Flexible summer working
- Development leave

## HEALTH & WELLBEING

Your health and wellbeing are our priority. We provide tools to help you reach your personal wellness goal.

- Employee assistance programme
- Health cash plan via Westfield
- Gym discounts via Westfield



# Our structure.

## Senior Management Team

Senior Leadership Team

### Chief Executive Officer

Tony Logan

### Chief Operating Officer

Max Ross

### Head of Finance & Resources

Min Chauhan

### Head of Community Engagement

Dan Curran

### Deputy Head of Venue Operations

Frankie Foley

Vacant

\*Chart shows permanent staff team only

## Staff Team



### COMMUNITY ENGAGEMENT

#### >> Student Opportunities.

Student Opportunities Manager  
Societies Coordinator  
Sports Clubs Coordinator  
Helpdesk Coordinator  
Student Opportunities Project Coordinator

#### >> Student Voice.

Change & Insight Manager  
Academic Communities Coordinator  
Community Engagement Coordinator  
Research & Insight Coordinator

#### >> Advice Centre.

Advice Centre Manager  
Graduate Advisor (x2)

#### >> Marketing & Communications.

Marketing & Communications Manager  
Senior Communications Coordinator  
Advertising & Media Sales Coordinator  
Graphic Designer  
Graphic & Web Designer

### COMMERCIAL SERVICES

#### >> Entertainment & Events.

Entertainment & Events Manager  
Membership Events Coordinator  
Venue Technician

#### >> Licensed.

Venues Manager  
Venues Deputy Manager  
Venues Assistant Manager (x2)  
The Packhorse General Manager  
The Packhorse Deputy Manager  
The Packhorse Grill Chef  
Trading Services Admin Assistant

#### >> Retail.

Union Shop Manager  
Union Shop Deputy Manager (x2)  
Union Shop Duty Manager  
Administration Coordinator  
Union Shop Assistant (x3)

#### >> Premises.

Facilities and Maintenance Assistant

### FINANCE AND RESOURCES

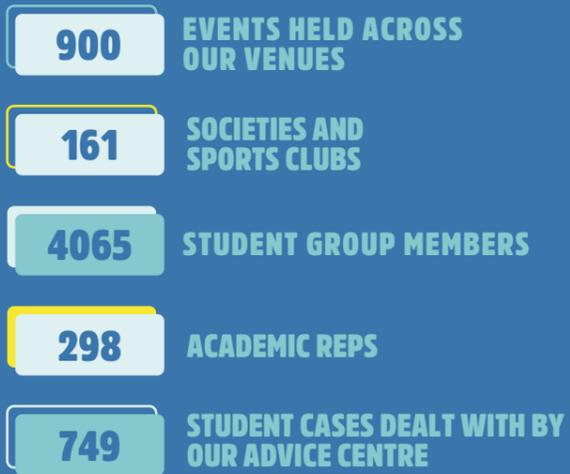
#### >> Finance.

Senior Finance Coordinator  
Finance Coordinator (x2)

#### >> Human Resources.

Interim HR Manager  
Senior HR Advisor  
HR & Training Coordinator  
HR Coordinator

## A LITTLE ABOUT US



**300+**  
STUDENT STAFF

**50**  
PERMANENT STAFF

**£808,021**  
01/08/23 - 31/07/24

**PAID TO STUDENT STAFF, PUTTING MONEY STRAIGHT BACK INTO THEIR POCKETS**

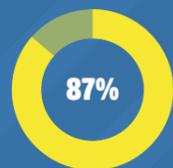


**AWARDS HANDED OUT ACROSS COLOURS BALL SOCIETY AWARDS, AND REP AWARDS**

**12,822 votes cast in the Leadership Elections**



Staff say they can work flexibly when appropriate



Staff feel colleagues trust and respect each other



Staff feel that their work contributes to the organisation's performance



Staff agree it's common practice for experienced colleagues to coach and mentor new starters



Staff feel they are treated with fairness, respect and dignity at work

# Deputy Packhorse Manager

**Responsible To:** Commercial and Building Services

**Department:** Commercial Services

**Contract Type:** Permanent

**Hours of Work:** 35 hours per week (excluding 30 minute daily unpaid lunch break), based on a 5-day working week. Weekend work is expected with two consecutive days off allocated in the week where required. Some unsociable hours may be required at certain points in the year

**Salary:** £32,060 - £35,786

**Purpose of Role:** To work collaboratively as part of the Packhorse Management team to develop and deliver excellent service provision within the venue operation.

To provide leadership and hands on management of the venue operations, and to line manage and continually develop all staff working within the venue

To develop, implement and maintain exceptional standards of service, Food hygiene, Stock control and Improvement on Financial Procedures..

**Strategic Alignment:** The role will make a contribution to \*Making your campus fun\* by supporting the diverse range of activities and events that are hosted annually by RHSU. The post holder will be influential in the delivery of high-quality services for all stakeholders, provide leadership for members who are "Making themselves more employable".

# Key Responsibilities

## Service Delivery:

- Maintain an operational 'hands-on' presence in all areas of the business, ensuring both Bar and Kitchen service production is delivered to the highest standard.
- Assist The Venue Manager with the training and development of epos system.
- Act as key holder for the venue, ensuring compliance with agreed security protocols and reporting processes, liaising with partner organisations as requested.
- To be Proactive on new revenue streams and bookable systems and assist with the delivery of special functions, private bookings, conferences, and projects as may be requested, and support the delivery of the agreed social calendar of activities and events for the venue.
- Build and ensure operational rotas for student staff team meet agreed performance targets, provide a 'hands-on' approach within venues as required. Ensure standards are set for service delivery and all student staff are adequately trained.
- Deputise for the Packhorse Venue Manager when required, taking full responsibility for the venue when venue manager is on annual leave.

## Stock Control:

- Assist with planning and development of menus for both food and beverage that support the venue service model; regularly review sales data to inform changes and ensure GP targets are met.
- Ensure all deliveries are accurately recorded and stored correctly thereafter with due consideration to FIFO, that all legislation relevant to the storage of perishable products is adhered to and correctly inputted on epos, to be able monitor stock control procedures and line checks; assist external auditors as required.
- Make recommendations to the management team regarding product range, pricing policy and promotional activity.
- Ensure regular stock taking is completed, recorded, and actioned, monitor stock control procedures, and investigate discrepancies; assist external auditors as required

## Business Development:

- Liaise with the Marketing department to ensure all activities, events, products, and promotional activity associated with The Packhorse are effectively advertised.
- Work with the management team to promote the venue for external hire, develop products and services that meet the demands of clients, and mitigate 'dark time' within the venue operation.

- Work with the management team to develop a social calendar for the venue, which promotes diversity and widens stakeholder engagement.
- Engage with recognised hospitality and student sector bodies to monitor industry trends, benchmark services, and make recommendations for service enhancements in the venue.
- Ensure marketing compliance as directed with any membership scheme, legislative requirements or recognised best practice.
- Assist With Budget Control, Par levels and Budget Forecasting.

## Staff & Financial Responsibilities:

- Recruit and induct staff within the organisation as appropriate.
- Supervise and/or manage team members in line with the organisation's policies and procedures, supporting them to grow personally and professionally.
- Manage a revenue budget of circa 595K gross, in line with the organisation's scheme of delegation and financial procedures and ensure that all expenditure is align with Budgeted Forecast and to adapt to revenue Forecast.

## Organisation Wide Responsibilities

- Comply with relevant equality and diversity policies, promoting a healthy working environment where all individuals are valued.
- Comply with relevant health and safety policies, seeking to minimise hazards for others.
- Support the development and implementation of sustainability initiatives within the organisation.
- Comply with relevant data protection policies, ensuring General Data Protection Regulations are considered when making plans and decisions.
- Establish and maintain excellent working relationships with students, volunteers, staff and individuals outside of the Students' Union (for example the University).
- Comply with the Students' Union's constitution and other governing documents, recognising and celebrating the contribution of members to leading our work.
- Work as part of a wider team, undertaking any other reasonable duties appropriate for the grade that may be required by the organisation.

# Person Specification.

## EDUCATION AND TRAINING

ESSENTIAL      DESIRABLE

	ESSENTIAL	DESIRABLE
GCSE Math and English or equivalent (Minimum Grade C	X	
Educated to degree level or equivalent		X
Personal Licence Holder	X	
SIA Door Supervisors badge		X
First Aid at Work qualification	X	
IOSH Managing Safely		X
Level 3 Food Hygien		X
Train the Trainer qualification or equivalent		X

## EXPERIENCE

	ESSENTIAL	DESIRABLE
Significant experience of successfully managing at assistant manager or higher in a pub or restaurant operations in a high volume environment	X	
Evidence of successfully working in an operational management role in a licensed retail, restaurant or hospitality environment	X	
Evidence of continual personal/professional development		X
Experience of menu or product development in a high volume environment		X
Experience of successfully planning and delivering events within a high volume social environment, with evidence of effective marketing and promotions		X
Experience of EPOS systems with a proven understanding of and commitment to stock management protocol	X	
Experience of recruiting, managing and developing a team of staff to support a culture that meets the needs of, and engages with, members, staff and stakeholders in a high performing environment		X

## SKILLS & ABILITIES

ESSENTIAL      DESIRABLE

	ESSENTIAL	DESIRABLE
A thorough understanding UK Licensing Legislation, Food Hygiene requirements and practical knowledge of Health & Safety legislation relating to licensed premises		X
Knowledge and commitment to best practice with regards stock management and security	X	
Understanding of national Students' Union licensed and hospitality trade activity and modern service delivery		X
Understanding of financial processes, annual budgeting and ability to scrutinise expenditure to achieve efficiencies in performance	X	
Able to undertake role of Designated Premises Supervisor		X
Evidence of driving excellence both in standards and customer satisfaction within food trading, bar and entertainment provision	X	
Sound judgement and ability to think corporately and strategically; ability to handle competing priorities and make informed decisions	X	
Thorough understanding of profit and loss accounting, budget setting and analysis; ability to develop budgets and identify key performance indicators	X	
Strong communication skills, with the ability to communicate effectively with people at all levels; tactful, diplomatic and high standards of integrity	X	

## VALUES, ATTITUDES & PERSONAL STYLE

	ESSENTIAL	DESIRABLE
Student Focused: everything we do will have students at the heart of it.	X	
High Quality: your expectations are high & we must exceed them	X	
Inclusive: we will offer a diverse range of activities and services which are fulfilling and accessible.	X	
Brave: we should be bold and not afraid to challenge the status quo.	X	
Trustworthy: we will ensure that we are transparent, honest and fair in what we say and do.	X	

# Next steps.

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Simply head over to [su.rhul.ac.uk/jobs](https://su.rhul.ac.uk/jobs), navigate to the role you'd like to apply for and fill in your contact details. Remember to add your CV and covering letter at this point when requested by the system.

We can't accept any applications that are sent direct by email so you need to ensure it all goes through our online portal. After applying we'll be in contact via email using the address you used when filling in the application form.

Finally, we wish you the best of luck in your application. If you have any questions, you can email us at [surecruitment@su.rhul.ac.uk](mailto:surecruitment@su.rhul.ac.uk).

## The legal stuff.

All positions are subject to applicants making themselves available to attend interviews, inductions and training days.

Successful applicants will need to submit proof of eligibility to work in the UK before employment. The document submitted will be photocopied and held in accordance with the Data Protection Act 2018 and UK GDPR. This will be done after an offer of employment is made.



## Data protection when applying for a role at RHSU.

We're committed to data protection and it's important to know what's happening with your data when you apply for a job role. That means we'll only use the information you supply for the purposes of progressing your application (or to fulfil legal or regulatory requirements if necessary) and we'll never share your information with any third parties for marketing purposes or store it outside of the European Economic Area.

For detailed information on data protection during the recruitment process head over to [su.rhul.ac.uk/privacy](https://su.rhul.ac.uk/privacy).

## Equal opportunities.

We're committed to ensuring our workforce accurately reflects the diversity of the world we live in. We positively encourage applications from all individuals irrespective of their gender, age, home country, ethnic background, sexuality, religious beliefs or disability.

All candidates will be treated equally and all appointments made on merit. If you have any questions about any of the roles, please don't hesitate to get in touch with us at [surecruitment@su.rhul.ac.uk](mailto:surecruitment@su.rhul.ac.uk).