

Duty Manager Job Description

Zone	Community Zone
Reports to	Assistant Venue Manager - Rubix
Hours	Flexible (up to 20 hours per week in term-time)

Purpose of the job

Surrey Students' Union is the sole representative body for University of Surrey students. We represent over 16,000 students at every level of their university experience, led by a team of elected student representatives and a dynamic staff team. The Union's Community Zone Team is responsible for the Commercial areas we operate, including our main venue Rubix and our venue on the Manor Park Campus – Manor Park Social. The Union's vision is to make sure that students at Surrey have their best Surrey Life, and that includes opportunities to meet people and socialise in fun and safe venues providing student night-life events and relaxed spaces to unwind.

The role of Duty Manager is to oversee the venue, ensuring all necessary tasks are completed before, during and after an event, to coordinate with the wider staff team and troubleshoot any operational issues and ensure the venue is safe and operating to a high standard.

During a shift, the Duty Manager is the main point of contact for customers with concerns, complaints or special requests. Duty Managers are trained and supported throughout by the Assistant Venue Manager and wider Students' Union Community team. All Duty Managers begin the role at Level 4. Subsequently, after completing their Personal License qualification, they have the can take on Level 5 shifts, whereby they are responsible for small to medium-sized events bookings without the requirement for Union full-time staff to be present.

Key Responsibilities

- Reporting too, and working along the Assistant Venue Manager, this role is responsible for:

Bar Operations

- Oversee the venue, ensuring all areas run efficiently and safely and adheres to the venue's premises license.
- Perform operational checks prior to venue opening and at the close of the shift.
- Oversee cleanliness and presentation of the bar, seating areas, and toilets.

- Ensure compliance with alcohol licensing laws, age-verification procedures, and health & safety regulations.

Staff Supervision

- Lead and support bar staff during the shift, ensuring all staff understand their specific roles and responsibilities for each shift.
- Assign tasks, monitor performance, and adjust staffing based on business levels.
- Address any performance issues in a constructive, professional manner

Customer Service

- Act as first point of contact for customer queries, complaints, or incidents.
- Ensure guests receive prompt, friendly, and high-quality service.
- Manage difficult situations—such as intoxicated attendees or conflict—calmly and in line with policy.
- Maintain a welcoming, safe, and enjoyable atmosphere for attendee

Safety & Incident Management

- Monitor customer behaviour to maintain a safe environment and intervene when necessary.
- Working alongside our security contractor to respond quickly to incidents, accidents, or emergencies.
- Complete incident reports and communicate important information to senior management.
- Ensure all staff follow responsible alcohol service guidelines.

Administration

- Maintain accurate shift paperwork, logs, and handovers.
- Assist with stock control, waste tracking, and other operational admin

Training:

- The following training is compulsory for level 4 Duty Managers (and additionally once training is completed, this enables them to take on level 5 Duty Manager shifts).
- In-house Union provided Duty Manager course
- BIIAB award in Fire Safety Principles
- Shadowing of existing Duty Managers
- BIIAB award for Personal License Holders
- Highfield level three award in Health and Safety
- Conflict Management.