

Job Description & Person Specification



Arts
Students'
Union

Job Description & Person Specification

Job title:	Darkroom Cafe and Bar Manager Fixed Term until July 2027
Reports to:	Deputy Chief Executive (Operations and Services)
Responsible for:	Student Shift Leaders and Student Staff
Working hours:	Full Time 35 hours per week (1.0 FTE) (Monday to Friday, 7-hour workday between 9am – 10pm)
Salary band:	Band 5
Salary:	£40,948.55
Location:	Primarily based at the Darkroom Bar at the London College of Communication (Elephant and Castle). However, duties and attendance at meetings may be carried out across any UAL campus.
Last reviewed:	14/11/2025

JOB PURPOSE

- Create a space where students meet friends (old and new) and participate in events such as the fortnightly quiz, zine workshops and pool tournaments.
- Build a sense of belonging at this lively students' union bar, making this role different from typical bar management.
- Lead a commercially successful bar that serves the Students' Union community of over 22,000 students.
- Drive revenue and footfall growth, while developing an inclusive and safe environment for all students.
- Be responsible for the day-to-day running of the bar.
- Plan sold-out events.
- Manage a team of student supervisors and student bar staff.
- Collaborate with stakeholders, including clubs, societies, and the university, to create an environment that fosters a sense of community among students.

KEY RESPONSIBILITIES

1. Bar and Venue Operations

- Manage day-to-day bar operations.
- Primary point of contact, ensuring the bar is opened and closed timely and securely as required.
- Manage contractor and supplier relationships on a day-to-day basis to ensure that commitments are met.
- Ensure data from EPOS is collected and monitored.
- Manage stock, including stock checks, monitoring of levels and reordering.
- Organisation of events in the Darkroom and throughout the university's campuses, with a responsibility for logistics and health and safety of the events.
- Manage financial administration, including daily banking reconciliation.
- Supervise and support the student staff bar team, ensuring smooth operations and excellent customer service.
- Manage the bar budget, ensuring resources are utilised efficiently, and that income and expenditure align with agreed-upon targets.
- Ensure the bar is clean and safe, and reporting and resolving any maintenance issues as required.
- Respond to customer issues and incidents as they arise and escalating when appropriate.
- Oversee cellar management, line cleaning and equipment checks where applicable.
- Lead and manage pop-up bar operations across the university's campuses, ensuring consistent service and engaging with new student groups.

2. People and Culture

- Manage and develop direct reports and student staff, ensuring effective recruitment, induction and ongoing development.
- Effectively provide coaching, 1-2-1 support and performance management in line with Arts SU's policies and procedures.
- Ensure the team's attendance at relevant events, conferences, and training sessions, and the availability of resources enable the team to meet its learning and development needs.
- Create a culture within the team where all staff demonstrate the Students' Union's behaviours and engage in cross-organisational activity.

3. Commercial Strategy and Growth

- Provide leadership and management to ensure that all financial targets are met and that our offering remains relevant to students through the bar and the development of creative ideas for diversifying our income generation.
- Conduct market research to ensure we are delivering a high-value experience to our students.
- Work closely with the Communications and Marketing team to develop bold marketing strategies and ensure that students are aware that all profits are reinvested in other union activities and representative work.
- Ensure effective allocation of the team's staffing and resources to improve quality, performance, and impact.
- Report on the performance of the team, and commercial operations, including but not limited to profit and loss, licensing, health and safety, risk and compliance to the Deputy CEO.

4. Student Experience

- Embed a culture of excellent customer service within the student staff team.
- Ensure the bar provides a welcoming, inclusive, and safe space for all students and actively promotes the venue as a community space for clubs and societies.

5. Licensing and Health and Safety

- Lead and manage the responsibility for ensuring legal compliance for all areas of licensing, health and safety, and data security.
- Responsible for the development of site-specific risk assessments for spaces and machines to ensure the bar and pop-ups operate safely.

6. Sustainability and Ethical Practice

- Ensure all commercial partnerships are in line with the Arts SU's Ethical Partnerships Policy and are achieved in an environmentally friendly way.
- Environmental consideration and environmental best practice are the responsibility of all Students' Union staff.

7. Partnerships

- Build and maintain relationships with key internal stakeholders and external partner organisations to maximise income whilst ensuring they are held

accountable for performance standards and adding value to the Union.

- Work in partnership with NUS Trading Services to ensure that purchasing consortium conditions are adhered to and development opportunities are maximised.
- Actively support and encourage collaboration across different teams to utilise time, resources, skills, knowledge and expertise to avoid duplication of work and maximise impact.
- Ensuring all key organisational messages are communicated to the wider team.

8. Administration

- Undertake your own administrative duties.
- Report on the performance of the team, and commercial operations, including but not limited to profit and loss, licensing, health and safety, risk and compliance to the Deputy CEO.
- Observe and uphold the requirements of the Union Constitution, and act at all times in accordance with its policies, including those related to equality of opportunity.
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
- Where you are required to work with volunteers, you must support and manage them appropriately in line with the Students' Union volunteer policy.

9. Personal and Professional Development

- Take ownership of your induction, personal development, and your role within departmental meetings, and carry out duties with full regard to the rules, policies, procedures and conditions of service contained in the Staff Handbook and within Departments of the Students' Union.
- Staff are expected to portray a positive image, both internally and externally of the Students' Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.

General Duties:

In addition, all staff have the following general duties in their job descriptions:

- To deliver and develop targets outlined in the Union's strategic plan.

- To contribute and assist in the Union's planning processes and the review of its performance and systems.
- Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
- To observe and uphold the requirements of the Union Constitution and act at all times in accordance with policies, including equality of opportunity.
- To undertake your own administrative duties.
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
- To take ownership of their Induction, Personal Development, their role within Departmental Meetings, and be responsible for carrying out duties with full regard to the rules, policies, procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students' Union.
- A condition of employment is that all staff are expected to assist in key events throughout the year, such as the Freshers' and Welcome festivals, as well as any other significant events, including elections, as necessary. Staff are expected to portray a positive image, both internally and externally of the Students' Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.
- Where you are required to work with volunteers, you must support and manage them appropriately in line with the Students' Union volunteer policy
- Environmental consideration and environmental best practice are the responsibility of all Students' Union staff
- Any other tasks that would be deemed suitable within this role, as directed by the line manager

Person Specification

CRITERIA	COMPETENCY	Assessment Type: Application (A), Interview (I), Task/Presentation (T-P)
1. Knowledge		
1.1 Personal Licence	Job-Related Knowledge	A
1.2 UK alcohol licensing law (compliance, Challenge 25, incident logs)	Job-Related Knowledge	A / I / T-P
1.3 Understanding of Health and Safety in bars/venues	Job Related Knowledge	A / I / T-P
1.4 Good working knowledge of bar products and service	Job Related Knowledge	A / I / T-P
1.5 Safeguarding and safer nightlife practices in a university student context	Job Related Knowledge	A / I / T-P
1.6 GDPR and data security in hospitality (Epos, payments, bookings, incident logs, CCTV)	Job Related Knowledge	A / I
2. Skills		
2.1 Card payments, open/close till and read P&L to control costs (GP%, labour, reporting)	Technical Skills	A
2.2 Ability to plan and deliver bar events (e.g., quizzes, workshops, pop-ups - including risk, logistics, supplier/contractor coordinating)	Technical Skills	A / I / T-P
2.3 Plan promotions and track performance	Technical Skills	A / I
2.4 Proficiency with EPOS reporting and basic analysis (sales mix, footfall patterns)	Technical Skills	A
2.5 Command of bar operations (bar opening/closing, stock control, cellar management, line cleaning, rotas and supplier management)	Technical Skills	A
2.6 Excellent organisational skills	Personal Effectiveness	A / I
2.7 Team leading and supervisory skills	Motivational Leadership	A / I
2.8 Basic IT skills (to use a variety of systems such as Office 365 and rota platforms)		A
3. Behaviours		
3.1 Excellent customer service skills and able to project a courteous, confident, discreet,		A / I

professional, and helpful attitude towards customers (students) and others		
3.2 Demonstrate passion for high-quality service and presentation	Results Focused	A / I
3.3 Ability to remain calm, professional and flexible, and problem solve in a dynamic work environment	Personal Effectiveness	I
3.4 Operate with accountability in a position of trust	Accountability	I
3.5 Ability to work independently, as well as part of a team and with multiple stakeholders	Personal Effectiveness/Communication	A / I
3.6 Flexible, quick thinking, with excellent initiative	Personal Effectiveness	A / I
3.7 Desire to work in a progressive organisation and understanding of EDI and its relevance to students' experience	Inclusivity	A / I