



uea(su) Venues Team Member (Student)

recruitment
pack



www.ueasu.org



Union House, UEA, NR4 7TJ



union.hr@uea.ac.uk



[uea_su](https://www.instagram.com/uea_su)



[/UEA Students Union](https://www.linkedin.com/company/UEA%20Students%20Union)



a message from our CEO

Thank you for considering to apply for a position at the UEA Students' Union. I am delighted to welcome you to a vibrant and values-driven organisation, keeping students at the heart of what we do.

At UEA Students' Union, we take pride in fostering a culture of creativity, inclusivity, and collaboration. We believe in empowering students who are not just seeking a job but are passionate about making a positive impact on the student experience. Your decision to apply demonstrates your commitment to excellence, and we are thrilled at the prospect of potentially having you as a valuable member of the team.

The Students' Union is more than just a workplace; it is a community that embraces the perspectives that each team member brings along. We are committed to providing a supportive and inclusive environment where your talents will be recognised and your contributions will make a meaningful difference.

Please explore our website and familiarise yourself with the diverse range of initiatives, events, and services we provide to the student body. You will discover that we are not just an organisation; we are a group driven by a shared vision of enhancing the student experience.

Thank you for considering the UEA Students' Union as the next step in your professional journey. We look forward to learning more about you through the application process and hope that this experience will be as rewarding for you as it is for us.

Should you have any questions or require further information, please reach out to our HR Team at union.hr@uea.ac.uk.

Best of luck with your application, and we eagerly anticipate the possibility of welcoming you to our team.

Warm regards

Jumara Stone - She/Her
Chief Executive Officer



welcome!

Hey there, we are the elected Sabbatical Officer Team. We welcome you to the heartbeat of UEA's student life! Here at the SU, we're all about Students Transforming and we're led by students. Run by students, for student; we evolve yearly to match student needs. Our role is to advocate for students locally and nationally.

We're here for the students every day, providing academic, welfare, and housing support. We have over 60 Sports Clubs and 160 Societies (with more popping up everyday). And what most people don't know is that we are home to the biggest live music venue in East Anglia, the LCR, and we also run the iconic Waterfront Venue in the centre of Norwich.

Our main aim is to enrich campus experience. Join us in shaping a better educational journey, advocating for diverse student issues, and making a real impact. Our crew - student officers, student workers, and our dedicated career staff - are always on deck, working all year-round to make student time at UEA unforgettable. We are all committed to listening and elevating the student experience to new heights.

Jump on board! Join a crew that's not just changing lives but aiming to rock the world, the community, and beyond. To find out more about our Sabbatical Officer Team, please see our website: www.ueasu.org/officers.

Olivia Hunt
Activities &
Opportunities

Chris Kershaw
Campaigns &
Democracy

Bhaskar Shivanna
Postgraduate
Officer

Turaiya Lemard
Undergraduate
Education

Amjad Daher
Communities
and Culture



our impact

Last year, together we did this...

379 course reps and conveners

Paid £515,169 to student staff

Supported 230 societies, with
over 5705 members

Offered 15 different types of
student roles

Supported over 955 cases - 60%
Academic Queries and 25%
Housing

Held 192 student club nights

Sold 205,135 tickets to events

Ran 160 give it a go events

Enrolled our venues on
'sociability' - an app that helps
disabled people navigate their
surroundings

Over 200 students engaged
with our Ready to Rent
Campaign

Lecture recordings are now opt
out, instead of opt in

Celebrated the work of 31 black
student artists and musicians
with an art exhibition

Ran 175 live gigs

Sold 88,000 pints of snakebite

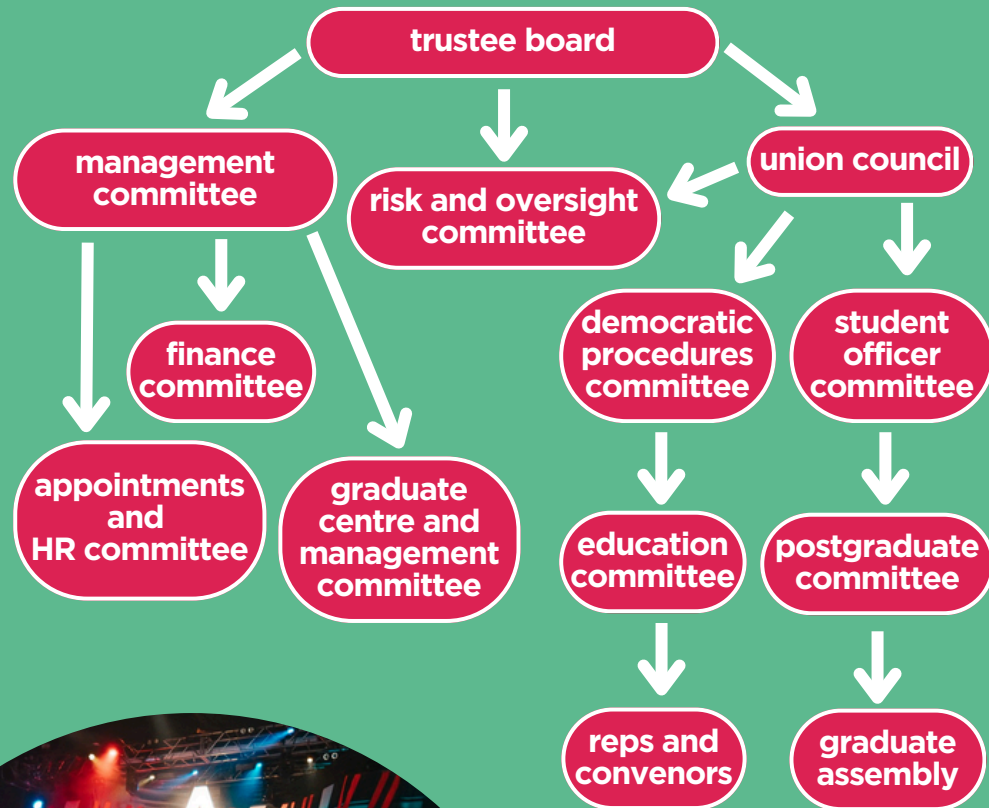
Recruited 141 Buddy volunteers

Self-certification extensions are
now unlimited and extended
from 3 days to 7

Employed 635 student staff



governance structure and student leadership

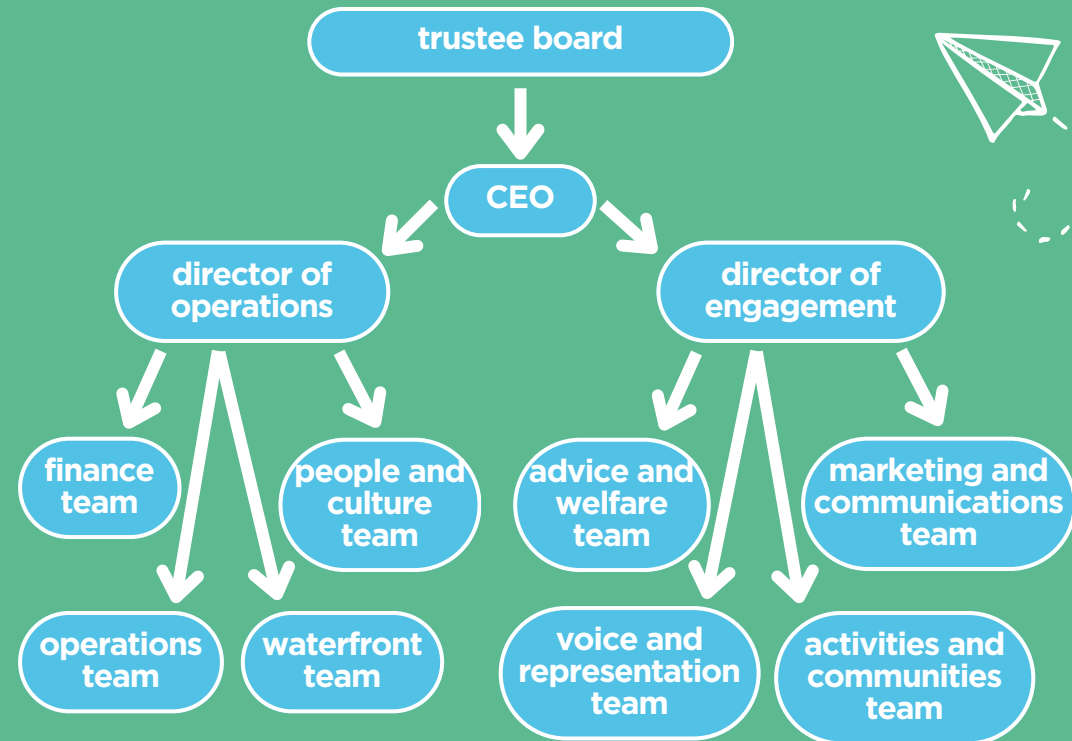


To find out more about how our governance structure operates please visit our website:

ueasu.org/union/governance

career staff structure

Check out our backstage magic! Here at the SU, our career staff are the force behind our sabbatical officers, supporting in the delivery of our officers manifestos.



Our career staff team consists of around 65 full and part time employees who work across various different departments, such as HR, Advice and Representation, Marketing, Events, running our external facing Box Office and several more.

These teams work all throughout the year to help give the best student experience possible. To support our career staff teams, we have over 253 student and casual workers assisting in the delivery of day to day operations.

our commitment to equality and diversity



At uea(su), we recognise that diversity amongst our workforce is vital for creativity and innovation. Our aim is to foster an environment where everyone feels truly represented, irrespective of their demographic background. Our vision for equality is clear and underpins every decision we make, we believe that the diversity of our staff and students enriches and strengthens our community.

As a Students' Union and employer, we are dedicated to providing equal opportunities to all our employees and workers whilst being fair and inclusive to all. Our commitment extends to celebrating the unique strengths diversity brings and building a secure environment for both students and staff; free of bullying, harassment, victimisation and unlawful discrimination. We embed inclusive practices within the uea(su) such as equity training and awareness, accessibility and adjustments, anonymised recruitment and many more. Ensuring equality, fairness and respect for all in our employment, whether temporary, part-time or full-time.

We therefore particularly encourage applications from candidates who are likely to be underrepresented in the uea(su) workforce.

We would particularly welcome applications from candidates from working class, first generation Higher Education, Black, Asian, or other minority ethnic, and/or underrepresented groups. All appointment decisions will be made on merit following on from the recruitment process.

We understand that achieving true equality has the transformative power to impact both staff, and students' lives both during their time at the uea(su) and beyond. By championing equality through our staff, we empower students to play an active role in shaping their course, their community, and their world.

Be yourself, take pride in the work you do, and build a career in an environment that not only recognises and values uniqueness but stands firmly by the belief that being different is good.



important bits

- If succesful, you'll be offered a contract which aligns with the academic terms of the university.
- You will be offered a contract that allows you to set your max hours, 20 hours, 25 hours or 30 hours, so you can pick how much you work.
- During your employment, you will be subject to our policies and procedures which can be found on our HR System when your account is created - Please read these!
- Payday is the 28th of each month and shifts worked from the 15th-14th will be paid in this period.
- Holiday is on a earn and pay basis, every time you work you build up holiday!

Pay rate will be dependant on age and the role:
Up to 21 - £10.42 per hour
21 and over - £12.21 per hour

what can we offer you?

Real life in house work experience
Safer Taxi Scheme - Get home from shifts for £3.50
Great training for your professional development
Flexible working allowing you to focus on your studies

role information



Venues Team Member (Student)

Purpose of Post:

To provide support to the operation of the venues both within uea(su) and wider operations team. Members of the Venues team will be responsible for upholding high levels of service standards when communication with customers and preparing orders while always ensuring and maintaining safety standards and cleanliness of the working area. Due to the nature of the role and the environment, you will be supporting individuals and groups of the UEA diverse and inclusive community within the venue. Working closely with the operations management team, the role will involve opening, closing and operating the venue at various times during the week including late nights and weekends. All staff are expected to work their share of late nights and weekends.

Key Responsibilities:

Responsibilities will include, but not limited to:

- Accurately, professionally, and efficiently processing customers' orders, executing the perfect serve consistently while demonstrating attention to detail in the preparation and presentation of beverages. Maintaining these behaviours and standards throughout all stages and locations of the venue's operation.
- Exhibit pride in maintaining high standards of customers service, ensuring a memorable and enjoyable customer experience.
- Utilise and understand the till systems adeptly, while taking responsibility and adhering to established cash handling processes and procedures.

role information



- Ensure and enforce legal requirements, including licensing and food hygiene. Promptly reporting any breaches and concerns to Bars management where appropriate.
- Actively participate in the opening, operation, and closing procedure of the venue.
- Follow and uphold all procedures and policies within the operations department.
- Represent for the uea(su), becoming an ambassador for our events and venues.
- Ensuring safe spaces for the diverse and inclusive UEA community, and supporting individuals to be their true self.
- Maintaining up-to-date records and complete all checklists diligently, contributing to the efficiency and organisation of the venue and operations team.
- Undertake such other tasks assigned by the Venues Management.
- Demonstrating adaptability and a willingness to contribute to the overall success of the operations team and uea(su).

person specification



Candidates for the job will be assessed in the following ways; E) Essential D) Desirable

All Roles

Demonstrate an interest for the area in which the role is in

Ability to effectively multi-task and prioritise, with relevant training and support

Customer focused and willing to go the extra mile for our members and customers

Essential

Great accuracy and attention to detail

Excellent communication skills in both verbal and written communication

Confidence and willingness to try new things

Ability to remain calm under pressure

person specification



Reliable and well organised

Willingness to work within a large and diverse team and to be sensitive to the varied backgrounds of our staff and customers

Ability to maintain confidentiality within your work and uphold GDPR legislation

Desirable

Experience of working in a bars/events environment

Experience of safe spaces within the diverse and inclusive community

Experience of working with customers and delivering good customer service

application process

Step One:

Visit: www.ueasu.work/workingforus to see our current vacancies.

Step Two:

Complete the online application form in full - see the recruitment guidance for our top tips on deciding if the role is for you and how to apply.

Step Three:

Submit your application by the closing date.

Need an adjustment during your application or interview? Reach out to our HR team at union.hr@uea.ac.uk. We've got your back!



next steps



Key dates

Closing date: 1 October 2025 at 10am

For an informal and confidential chat about the role please reach out to:

Recruiting Manager Details:

Andy Waring

Bars Manager

Email: a.waring@uea.ac.uk

Contact Number:

01603 593272

Please note all calls will be directed to our Welcome Desk initially

