



uea(su) Waterfront Venues Staff

recruitment
pack



www.ueasu.org



Union House, UEA, NR4 7TJ



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



union.hr@uea.ac.uk



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



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

Rebekah
Temple-Fielder
Undergraduate
Education

Nathan Wyatt
Welfare,
Community
& Diversity



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

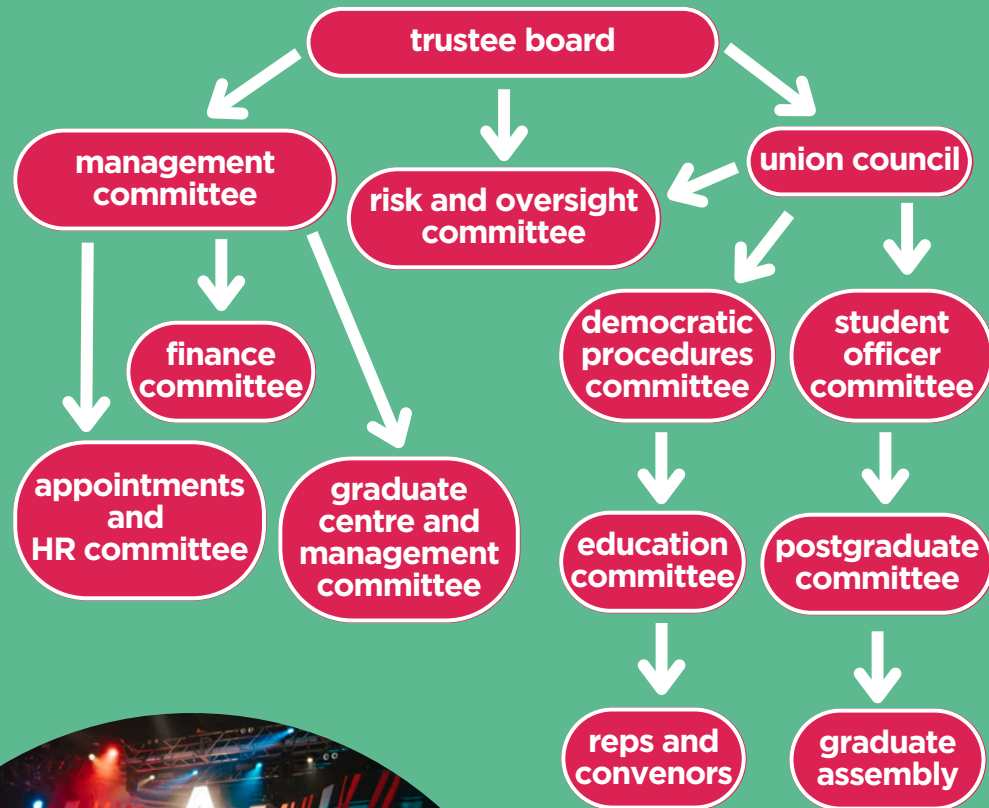
Recruited 141 Buddy volunteers

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 successful and a student, you'll be offered a contract which aligns with the academic terms of the university.
- You will be capped at working a maximum of 18 hours a week in term time if you are a student - this is to make sure you take time for yourself and is an arrangement with the university.
- 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 claim basis, every time you work you build up holiday!

Pay rate will be dependent 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 for you to focus on what's important to you

role information



Waterfront Venues Staff

Purpose of Post:

Working under the direction of the management team, Waterfront Venues Staff will be involved in all aspects of the operation from serving on the bar through to supporting with the administration within the box office, or even helping to ensure that the cloakroom is running smoothly. The role is wide and varied and offers scope to be cross trained in multiple areas.

Key Responsibilities:

Responsibilities will include but not limited to:

- Offering exceptional levels of customer service at all times.
- Operating till systems and cash handling, responsibly and in line with procedures.
- Consistently follow the Perfect Serve guidelines, taking pride in the preparation and presentation of each drink to maintain quality and customer satisfaction.
- Follow all procedures and policies within the venues department.
- Assist in opening, running, and closing of the venue as required.
- Represent the SU, the venue, and its events positively, promoting a welcoming and vibrant atmosphere.
- Ensure that all legal requirements such as licensing and food hygiene regulations, are strictly followed. Immediately report any breaches or concerns to the Bars Management.

role information



Waterfront Venues Staff

- Keep the premises clean, tidy and well organised at all times, contributing to a safe and pleasant environment for both staff and customers.
- Ensure that records are kept up to date and all checklists are completed.
- Undertake such other tasks as requested by the Management.

General duties of all staff

- To understand and uphold the purpose and values of the organisation and ensure that these guide and inform the work and conduct of the post holder. The Union has a democratic decision-making process and the post holder will champion this when carrying out their duties.
- To be knowledgeable of the Union Constitution, as it applies to this post, including any legal requirements.
- To work in accordance with all Union policies and procedures, including Health and Safety, Staffing Protocols, Financial Procedures and the Union Equal Opportunities Policy.
- To undertake duties from time to time as requested by the Union Management that may be reasonably considered within the scope of the post.
- To attend from time to time and as required, meetings necessary to meet the requirements of the post.
- To attend all Staff Development Days and training as required. Flexibility in working hours may be required to accommodate this.
- To be flexible and adaptable in a changing environment, the role holder may be assigned to other areas of the Students' Union to meet the needs of the service. This will in turn provide development opportunities in which to broaden experience

person specification



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

Essential

Good general education or relevant experience

Ability to work effectively within multiple teams to deliver against the business aims and ensure the organisation is compliant

Ability to effectively coach and mentor colleagues, to successfully develop them in a positive way to help achieve the business aims

Friendly and approachable demeanor, with the confidence to engage with customers and try new approaches to improve service

Skilled at overcoming challenges and resolving issues efficiently while maintaining a positive attitude

Strong communication skills with the patience and diplomacy needed to collaborate effectively with colleagues and customers

Meticulous attention to detail in all aspects of bar operations, from drink preparation to cash handling

Ability to remain calm, empathetic, and professional during busy periods or in challenging situations

person specification



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

| Essential |
|---|
| Strong ability to work well within a team, contributing to a positive and efficient work environment. |
| Excellent communication skills, both with customers and colleagues, to ensure smooth operations. |
| Comfortable and confident working in a busy bar, even during peak times. |
| |

person specification



Desirable

Proven experience in delivering high-quality customer service

Demonstrated experience in bar operations, including serving customers, and maintaining a clean, organized workspace

Strong interest in live music, gigs, and club events

Experience using bar till systems and familiarity with basic computer software (e.g., Excel) for inventory tracking, and sales reporting

Proven experience in delivering high-quality 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: 1st July 2025 at 10am

Interview: W/C 7th July 2025

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

Recruiting Manager Details:

Chelie Lear

Head of Waterfront

Email: c.lear@uea.ac.uk

Contact Number:

01603 593272

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

