



TEESSIDE UNIVERSITY STUDENTS' UNION SIA LICENSED VENUE STAFF - APPLICANT PACK

1. JOB DESCRIPTION

JOB TITLE:	SIA Licensed Venue Staff
DEPARTMENT:	Facilities & Events
LOCATION:	Teesside University Students' Union
REPORTING TO:	Head of Facilities & Events, Facilities & Events Coordinators, Senior Venue Supervisors & Venue Supervisors

ROLE OVERVIEW

SIA Licensed Venue Staff play a critical role in maintaining the safety, security and integrity of operations at Teesside University Students' Union venues and events. As part of the Facilities & Events team, you will provide a highly visible and proactive security presence, ensuring a safe and controlled environment for students, staff and visitors, in line with licensing objectives, SIA standards and relevant legislation.

This is a security-focused role within a busy and dynamic environment, supporting a wide range of activity including student nights, live entertainment, daytime events and external hires. The primary responsibility of this role is the prevention of crime and disorder, protection of individuals and property, and the effective management of risk across all events.

SIA Licensed Venue Staff will operate across a range of security positions including front door access control, search teams, internal static positions and mobile patrols. The role involves working within the night-time economy and regularly handling high-pressure situations, including conflict management, de-escalation and, where necessary, refusals of entry and ejections in line with venue policy and legal requirements.

While the role may occasionally support wider venue operations where required, the core focus remains on security, safety and incident response at all times.

KEY DUTIES

Working under the direction of Supervisors and Management, SIA Licensed Venue Staff are responsible for delivering core security functions across all venues and events. This includes controlling entry and exit, conducting searches where required, monitoring and enforcing venue capacity, supporting effective crowd management, and maintaining a strong, visible presence to

deter and respond to incidents. Staff are expected to manage conflict, carry out de-escalation, and, where necessary and lawful, intervene physically to protect customers, staff and property.

The role extends beyond Students' Union venues, with staff deployed across the wider University estate. This includes providing security support at sites such as Middlesbrough Institute of Modern Art and at large-scale University events including graduation ceremonies and other campus-wide activity. Staff must be adaptable, maintaining consistent professional standards across varying environments, audiences and risk levels.

SIA Licensed Venue Staff must always uphold licensing objectives, operate in line with SIA standards and Students' Union policies, and follow all event-specific plans and instructions. Effective communication is essential, including the confident use of radios, clear coordination with team members, and accurate reporting of all incidents, refusals, ejections, faults, damage and safety concerns.

While the primary focus of the role is security and safety, staff may be required to take reasonable action to address immediate hazards where necessary to maintain a safe environment. Such tasks are secondary to the core security responsibilities of the role.

ORGANISATIONAL OVERVIEW:

Teesside University Students' Union (TUSU) is committed to enhancing the quality and efficiency of service provision to its members by attracting, recruiting and retaining individuals who are best suited to each vacancy that arises. TUSU is committed to equality of opportunity in employment and to a process of fair recruitment.

In line with our charitable purpose and our organisational strategy, Teesside University Students' Union prides itself on providing development opportunities to our student members. We have a flexible workforce, that we aim to recruit Teesside University students and/or recent graduates to, to best serve and support this. We have a student employment lifecycle that applies if you are successful in this role, and will be shared with you as part of your onboarding and induction.

WORKING HOURS

This is a flexible role requiring availability during evenings and weekends. Availability to work **Friday** and **Saturday nights** is essential, particularly during peak trading periods such as Freshers', Halloween and the Christmas period.

TRAINING & SUPPORT

A full induction and comprehensive role-specific training will be provided to ensure all SIA Licensed Venue Staff are equipped to perform their duties safely, confidently and in line with legal and operational requirements.

Ongoing training, support and development opportunities are available, including refresher training, incident management and conflict resolution development, and additional safety or compliance training where appropriate. Staff will also be supported to maintain their licence through completion of the SIA Door Supervisor Refresher Training (Top-Up) where required.

First aid capability is actively encouraged, with opportunities to complete the Emergency First Aid at Work (EFAW) qualification, alongside other relevant training to support the safety and wellbeing of customers and staff.

Regular check-ins, appraisals and on-shift guidance from Supervisors and Management form part of the ongoing support structure, ensuring continuous development and high standards of performance across the team.

VALUES & CONDUCT

Venue Staff are expected to act as ambassadors for Teesside University Students' Union, always maintaining a professional appearance and behaviour. All staff must uphold the Students' Union's commitment to equality, diversity and equal opportunities, and follow all relevant policies and procedures.

You are expected to actively promote and uphold the Students' Union's commitment to equality, diversity, and inclusion, ensuring a welcoming and inclusive environment for all students, guests, and colleagues. In addition, you must adhere to all Students' Union policies, procedures, and relevant legislation while on duty, maintaining high standards of behaviour, compliance, and operational excellence.

REWARDS OF BEING STUDENTS' UNION STAFF

A range of discounts on food, drink, merchandise in the Terrace & the SU Shop as well as free entry to SU promoted events

RATE OF PAY

Venue Staff are paid at **National Minimum Wage**, in line with age-related statutory rates. Holiday pay is paid on top of the hourly rate, calculated at an indicative rate of **12.07%** and paid in accordance with statutory requirements.

2. ROLES & RESPONSIBILITIES

SPECIFIC DUTIES AND RESPONSIBILITIES.

- Act as a licensed Door Supervisor, holding a valid SIA Level 2 Door Supervisor Licence
- Uphold the licensing objectives of Teesside University Students' Union
- Control entry and exit to venues, including refusals of entry where appropriate
- Conduct searches in line with venue policy and SIA regulations
- Monitor and manage queues, entry points and crowd flow
- Intervene physically where necessary and lawful to protect customers, staff and property
- Escort customers from the premises when required
- Respond to and manage incidents involving aggressive, violent or disruptive behaviour
- Work closely with Supervisors, management and emergency services when required
- Comply fully with SIA regulations, venue licensing conditions and Students' Union policies
- Record and report incidents accurately and promptly
- Assist with the setup, delivery and pack down of quality events and activities. This can include ticketing, décor set up, cloth ironing, chair dressing, setting up barriers (this is not an exhaustive list)
- Provide excellent customer care, ensuring all guests feel welcome and supported
- Clean spillages, remove debris and collect glasses/bottles. Ensuring a safe and hygienic area for the customers to attend
- Monitor venue capacity using counting systems
- Assist with cloakroom services and lost property procedures when required
- Use radios correctly and always follow proper radio procedures
- Reporting disruptive behaviour, escalating issues to supervisors where required
- Report any faults, damage or safety concerns to supervisors or management

BASIC DUTIES

- Secure venues before, during and after events
- Ensure fire exits, stairwells and escape routes remain clear
- Monitor capacity limits and take action when limits are reached
- Respond appropriately to emergency situations
- To be able to use own initiative when at work with regards to building setup and clean down. Also be able to follow operational guides used for events.
- To use proper radio procedure when and use the equipment correctly. To maintain that set and report immediately to supervisors any damage or fault to it.
- To work and adhere to the prescribed rules and regulations given in the Department Handbook.
- To uphold and accept the decisions made by the Officer Trustees and Management, i.e., line management regulations.
- To be available, and attend, regular training sessions (at least 1 weeks' notice will be given, and sessions will be duplicated where possible). Including induction day
- To be available for work on Friday and Saturday nights (our busiest evenings) during term time. As well as other busy periods such as Freshers, Halloween and the Christmas period (up until the Students' Union closes over Christmas)

- To attend work looking smart and to wear the prescribed uniform as described in the department handbook.
- To turn up for your work shift before the allotted time to enable yourself to be ready to start work at the prescribed time.
- To abide by the rules and Policies of the Students' Union and abide by the Staff Protocol / Line Management regulations.
- To undertake any other reasonable duties as requested.

3. PERSON SPECIFICATION

	Essential	Desirable
Qualifications		
Valid SIA Level 2 Door Supervisor License (Front Line)	X	
First Aid Qualification		X
Experience		
Working as part of a team	X	
Previous experience working in a busy environment		X
Skills		
Ability to carry out duties as a licensed Door Supervisor in line with SIA regulations	X	
Ability to enforce venue rules, entry requirements and licensing conditions	X	
Ability to manage queues, searches and entry procedures professionally	X	
Ability to de-escalate conflict and deal with challenging behaviour	X	
Ability to intervene physically where necessary and lawful to protect people and property	X	
Good Personal presentation	X	
Effective spoken and written communication skills in English	X	
Physically fit with the mental aptitude for the role	X	
Methodical	X	
Excellent social and communication skills	X	
Ability to adhere to checklists, venue plans and rules set out in event plans	X	
Work on your own initiative without close supervision	X	
Ability to work in a non-discriminatory environment	X	
Work in a professional and courteous manner with due regard and consideration for other	X	
Empathy with customers	X	
Must be able to separate work from social life	X	
Disposition		
Be Self-Motivated	X	
Ability to remain calm in pressured situations	X	
Ability to work with people from different backgrounds	X	
Ability to listen and follow instructions	X	
Honest & Trustworthy	X	
Able to work unsociable and irregular hours	X	
Realistic about own abilities	X	

Reliable	X	
Enthusiastic	X	

4. APPLY NOW

Click [here](#) to complete the online application form.

Good luck!