



TEESSIDE UNIVERSITY STUDENTS' UNION VENUE STAFF – APPLICANT PACK

1. JOB DESCRIPTION

JOB TITLE:	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

Venue Staff play a vital role in the safe and successful operation of Teesside University Students' Union venues and events. Working as part of the Facilities & Events team, you will help deliver a safe, secure and welcoming environment for students, staff and visitors.

This is a hands-on, practical role within a busy and fast-paced environment, supporting a wide range of activity including student nights, live entertainment, daytime events and external hires. No two shifts are the same, and the role requires a professional, proactive and customer-focused approach at all times.

Venue Staff operate across a variety of positions including ticket scanning, customer service points, cloakroom operations, room and event setup, monitoring venue spaces, cleaning and presentation duties, and supporting the safe flow of customers throughout events. The role involves working within a dynamic event environment and responding calmly and professionally to issues as they arise, helping to maintain a positive experience for all guests.

Venue Staff are expected to work closely with supervisors, SIA Licensed Venue Staff and event organisers to support the smooth operation of events, assist with health & safety procedures, identify and report concerns, and contribute to maintaining a safe and well-managed environment across all venues. While this role is not security licensed, all staff play an important part in supporting venue safety, customer wellbeing and the overall operation of events.

KEY DUTIES

Working under the direction of Supervisors and Management, Venue Staff support the setup, delivery and breakdown of events, assist with venue operations and provide excellent customer care across all Students' Union venues and events. The role includes preparing event spaces, maintaining safe and clean environments, assisting with customer flow and supporting the smooth

operation of a wide range of activity including student nights, live entertainment, daytime events and external hires.

Venue Staff may operate across a range of positions including ticket scanning, cloakroom operations, customer service points, room setup and packdown, monitoring venue spaces and general operational support duties. Staff are expected to remain professional, approachable and proactive at all times, helping to create a safe and welcoming environment for students, staff and visitors.

The role may also extend beyond Students' Union venues, with staff occasionally supporting activity across the wider University estate, including large-scale University events such as graduation ceremonies and external campus events. Staff must be adaptable and able to maintain consistent professional standards across different environments and event types.

Venue Staff must follow all event plans, Students' Union procedures and management instructions, communicate effectively using radios and other systems, and report any faults, incidents, damage or safety concerns promptly. While Venue Staff are not security licensed, all staff play an important role in supporting venue safety, assisting with crowd management where appropriate, identifying concerns and escalating issues to Supervisors or SIA Licensed Venue Staff when required.

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 programme will be provided to ensure all Venue Staff are equipped to carry out their duties safely, confidently and in line with operational procedures and event requirements.

Ongoing training, support and development opportunities are available, including refresher training, customer service development, event operations training and additional health & safety or

compliance training where appropriate. Staff may also have opportunities to complete additional qualifications relevant to the role and wider Facilities & Events operations.

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

Regular check-ins, appraisals and on-shift guidance from Supervisors and Management form part of the ongoing support structure, helping staff build confidence, develop their skills and maintain high standards across all venues and events.

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

- Paid, flexible work around your studies
- A range of discounts on food, drink, merchandise in the Terrace & the SU Shop as well as free entry to SU promoted events
- Opportunity to gain an SIA Level 2 Door Supervisor License, offered on an individual basis where appropriate
- First Aid and additional safety training opportunities may be available
- Reference on leaving University

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.

- 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)
- Assist with cloakroom services and lost property procedures when required
- 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
- Work closely with Supervisors, management and emergency services when required
- Monitor venue capacity using counting systems
- 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

- 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, ie, 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		
First Aid Qualification		X
Experience		
Working as part of a team	X	
Previous experience working in a busy environment		X
Skills		
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	
Outgoing personality and a good team player		X

4. APPLY NOW

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

Good luck!