

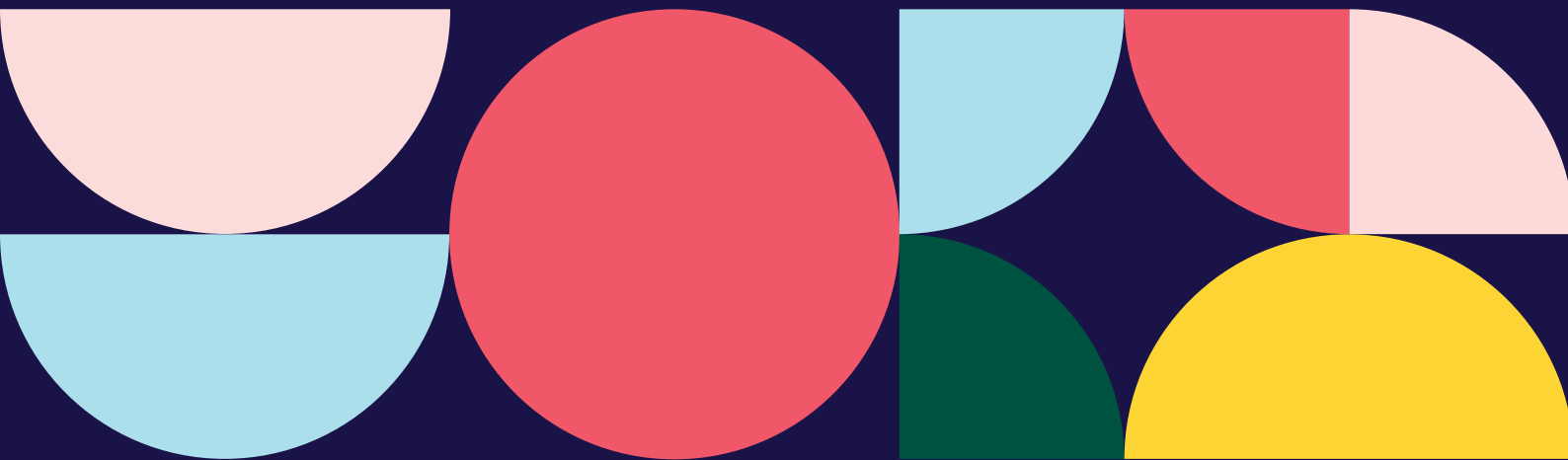
# We're Hiring!

Information for Applicants

**Bristol SU Welcome Week 2024:  
Club Night Team Manager**



**Bristol SU**



# About the Role

## Bristol SU Welcome Week 2024: Club Night Team Manager

|                |   |
|----------------|---|
| Job Title      | Bristol SU Welcome Week 2024: Club Night Team Manager               |
| Working Hours  | Sunday 8th September – Thursday 12th September 2024 (20.00 – 04.00) |
| Salary Range   | £225 p/day  |
| Contract       | Fixed term, freelance   |
| Reports to     | Head of Events & Community Spaces                                   |
| Direct Reports | Bristol SU Events Student Staff                                     |

### Purpose of the Role

**Are you an experienced event manager with excellent problem-solving and team-management skills? Do you thrive in a vibrant, fast-paced environment and can deliver excellent customer service? If so, we have the perfect opportunity for you!**

Bristol Students' Union are looking for an experienced freelance door team manager to help us deliver our club night series for Welcome Week 2024. Our club night program takes place over the course of 5 nights, across 4 venues in Bristol (SWX, Thekla, The Fleece and Motion). We're looking for someone to manage a small team of student staff, deliver excellent customer service and ensure that our students' first experience of clubbing in Bristol is safe and fun.

### Main Duties and Responsibilities

- **Liaison Duties:** Act as the main point of contact between venue staff and the security team, attending and feeding into pre-doors briefings and ensuring key event info is being passed on where needed to ensure our students have a safe and fun night out
- **Team Management:** Manage a team of student staff to ensure entry into clubs is quick and safe. Coordinate all aspects of running the door from doors opening to when the last guest leaves, including (but not limited to) ticketing, giving out freebies and water at the end of the night, liaising with the venue on queue management and any welfare issues that arise
- **Ticketing Management** brief student staff on our ticketing systems, troubleshoot any issues as they arise, liaise with venues to ensure capacities are monitored, manage the safe storage and upkeep of our ticketing hardware (phones, card machines)
- **Bus Service Coordination:** Coordinate with the dedicated bus service we run during the week to ensure smooth, safe and efficient operation of the bus service between halls of residence and the venues
- **Customer Service:** Manage the team to provide exceptional customer service, addressing any issues or concerns promptly and professionally, and ensuring all guests have a positive experience from entry to exit



# About the Role

## Bristol SU Welcome Week 2024: Club Night Team Manager

### Main Duties and Responsibilities (continued)

#### Requirements:

- Availability from 20:00 – 04:00 Sunday 8th, Monday 9th, Tuesday 10th, Wednesday 11th, and Thursday 12th September
- Must have own car and full UK Driving License (to drive event equipment to venues). You will be able to claim up to £20 p/day in expenses for parking and fuel costs
- Proven experience in a supervisory event management role in a night club or similar environment
- Strong leadership and team management skills
- Excellent communication and interpersonal skills
- Ability to remain calm and professional in high-pressure situations
- A proactive and solution-oriented mindset

#### What We Offer:

- A competitive rate based on experience
- The opportunity to work in a fun, energetic, and rewarding environment
- The chance to make a significant impact on the safety and enjoyment of our students

**How to Apply:** If you are ready to take on this exciting role and meet the above requirements, we would love to hear from you! Please send your CV and a brief cover letter outlining your relevant experience and why you would be a great fit for this position to [rebecca.evans@bristol.ac.uk](mailto:rebecca.evans@bristol.ac.uk)

**Deadline for applications is midnight Weds 31 July 2024.**

We will then be contacting shortlisted applicants for interviews w/c 5 Aug 2024.

