

# DUTY MANAGER HANDBOOK



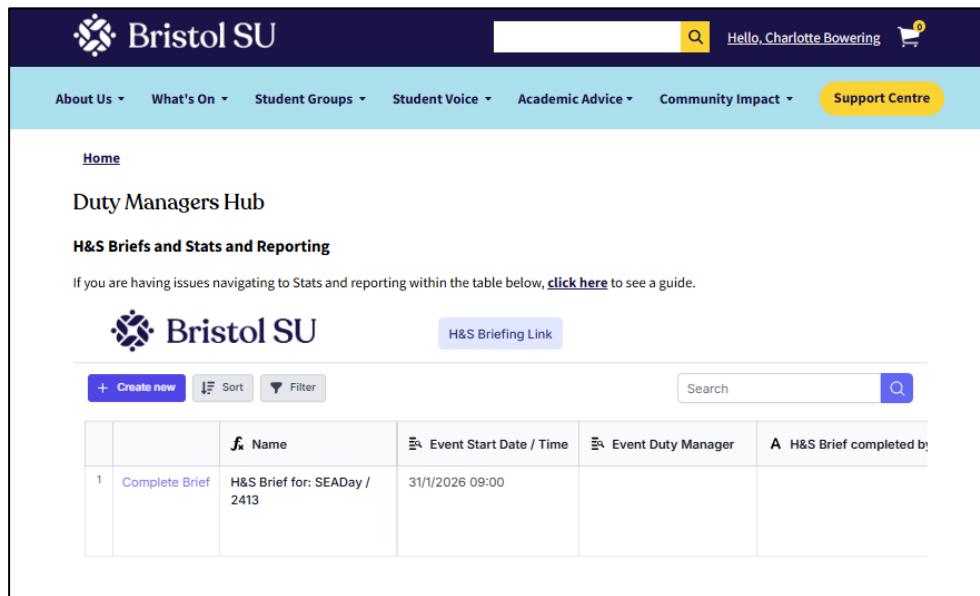
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## 1. Admin

### a) DM Hub

<https://www.bristolsu.org.uk/what-s-on/all-events/student-dm-hub>



The screenshot shows the Bristol SU website with a navigation bar including 'About Us', 'What's On', 'Student Groups', 'Student Voice', 'Academic Advice', 'Community Impact', and 'Support Centre'. The 'Support Centre' button is highlighted in yellow. Below the navigation is a 'Home' link and the 'Duty Managers Hub' section. Under 'H&S Briefs and Stats and Reporting', it says: 'If you are having issues navigating to Stats and reporting within the table below, [click here](#) to see a guide.' A table titled 'H&S Briefing Link' is displayed, showing one entry:

	Name	Event Start Date / Time	Event Duty Manager	H&S Brief completed by
1	Complete Brief	H&S Brief for: SEADay / 2413	31/1/2026 09:00	

Contains:

- H&S briefing (will also be printed in DM box)
- Incident, Accident & Near Miss Reporting Form (QR code also found in 1<sup>st</sup> aid room)
- DM brief (will also be printed in DM box)
- Instructions on how to access stats & reporting link.

### b) DM Brief

<b>EVENT NAME</b> Date/time: Location: Anson Rooms, Richmond Building						
DM: Bar Supervisor: Bar Staff: Tech: Society:						
Event info:						
<b>Set Up Instructions</b> <a href="#">Anson Rooms</a> <a href="#">Anson Rooms Bar</a> <a href="#">First Floor Foyer</a> <a href="#">Ground Floor Foyer</a>						
<b>Duty Manager</b> <table border="1"><thead><tr><th>Timing</th><th>Team</th><th>Description</th></tr></thead><tbody><tr><td></td><td></td><td></td></tr></tbody></table>	Timing	Team	Description			
Timing	Team	Description				

Examples: <https://uob.sharepoint.com/:f/t/grp-sueventsandtech/lgDfC0jExDsmSbj1Zojw-LNIASMOpSlzOlgc41aNsfYdsQ?e=xWDvNU>

Found on DM hub but will also be printed in DM box.

Contains:

- Basic event overview/any important notes
- Staffing
- Set up of spaces (for example, Anson Rooms, Anson Rooms Bar, 1<sup>st</sup> Floor Foyer, Ground Floor Foyer etc)
- Timeline of event with instructions (not exhaustive, will need to use initiative)

### c) H&S Brief

#### H&S Brief for: SEADay / 2413

Name

H&S Brief for: SEADay / 2413

Event Start Date / Time

31/1/2026 09:00

H&S Brief completed by:

Examples: [https://www.bristolsu.org.uk/what-s-on/all-events/student-dm-hub#s\\_r\\_guide](https://www.bristolsu.org.uk/what-s-on/all-events/student-dm-hub#s_r_guide)

Document can be found on DM hub but will also be printed in DM box. If you fill in the paper copy then please go into online version at the end of your shift and update as we will need it for our records.

Details to be filled in pre-event:

- Name of security manager
- Number of SIA security
- Number of female security
- Have all security signed in on the log book?
- Are all security SIA badges visible?
- Number of first aid trained staff
- Do you have radio comms to first aider & security?

Briefing is almost always 15 minutes before doors open with:

- SU Staff
- Tech team
- Committee leads

- Lead caterer (if applicable)
- Security (if applicable)
- Global Lounge (if applicable)
- STA (if show in the Winston/Pegg) – please notify them when you arrive, let them know we have an event and what time the H&S briefing will be

Structure of brief:

- Introductions: DM, tech lead, committee lead, security lead, Global Lounge lead (if applicable)
- Priority timings: doors, close & everyone out of building
- Other building activity
- Any event specifics: i.e. age range, any special ticketing, wristbands or rules – ask security if they have any further queries / anything to add
- Fire evacuation procedure:
  - No planned drills so treat as real evacuation
  - Priority is for attendees to get themselves out and encourage others to leave
  - Direct to emergency exits & remind not to use spiral staircase
  - Assembly point out back left of building on Richmond Hill Avenue
- First Aid:
  - Ask people to put hands up if first-aider and record number in H&S brief
  - Name of lead first aider
- Drug policy (if appropriate due to type of event)
- Ask event organisers if they have anything to add

#### d) Stats & Reporting

**Stats and Reporting**

Click on this Stats and Reporting record to complete the stats and report for this event

Q Find

**Stats and Reporting: SEADay / 2413**

EVENT START DATE / TIME	TECH STAFF WORKING	EVENT DUTY MANAGER
31/1/2026 09:00	Tom Bowden, Annie, St...	

Located within H&S brief link on DM Hub, instructions on DM hub. Fill in with the following at the end of the event:

- On the door sales (check Zettle machine)
- DM report: anything that went well or didn't go so well, or anything you think is important to note – we will refer back to this when planning future similar events so is super helpful! Examples of what to include:

- > First aid or any other incidents
- > If bar was busy/quiet, if staffing was inadequate / staff were sent home
- > If event started on time or late
- > If timings worked / didn't work
- > Any complaints
- > Any issues with event organising committee

## 2. DM box

### Richmond Building

Pick up from Hannah More office at start of shift. Return to Hannah More office after shift, plug in Zettles and radios on windowsill.



Usually contains:

- DM & bar supervisor clipboards
- Radios (DM, bar supervisor, tech, security)
- 2 x Green Room keys (1 for DM and 1 for bar supervisor)
- Blue tack for signage
- Signage
- SU tablecloth for box office
- Spare rubbish bags
- Ticket scanners, Zettles or u-card scanners
- Event laptop & charger
- Clickers
- High vis (for fire evacuation)
- Stationery

### Senate House (SH)

*If working a DM shift in SH, please collect the DM box from the locked cupboard in the kitchenette. These are locked with a combination lock that twists to open, the combination is 192. Please ensure the inner bolt is down on the secondary door when locking back up.*

**ADD IMAGE**

### **3. Set-up**

Description of set up in DM brief. General set up of spaces below (but may be slightly different depending on event):

#### **a) Anson Rooms (AR) & Anson Rooms Bar (AR2)**

Tables & chairs mainly set up by executive assistants (EAs) & tech team.

Things to consider: signage (e.g. photography warning, directional signage – exit, quiet space, no entry, one way system etc), tablecloths & chair covers, centrepieces, coat rails with 'items left at own risk' signage

Various doors may need to be shunted open depending on layout of event/which spaces are for ticketed guests only– for example main AR entrance, doors on side of AR, doors up to Green Room 2 (if in use). Shunting a door open removes the need for ucards so anyone can use the door. To shunt a door open please ask the EAs in the office on the ground floor foyer.

#### **b) First Floor Foyer**

Box office: table & 2-3 chairs (usually found in AR2 or ask tech/EAs), blue SU back drop (usually found in AR2 or ask tech), SU tablecloth, Zettles & ticket scanners or u-card scanners, signage: A3 event poster, tickets/u-cards ready

**ADD IMAGE**

Security table (or may be on ground floor) with appropriate signage

Queuing system: for most events, a short straight line of Tensa barrier leading up to the box office table is enough, for larger events we will have a 'Disney' queue system in place.

**ADD IMAGE**

Other signage: photography warning, no entry on both sides of Winston/Pegg doors

#### **c) Ground Floor Foyer**

Rope barriers under stairs to control flow if queue downstairs

A3 event poster at bottom of stairs

#### **d) Green Room 1 & 2**

Check over to make sure they are clear & tidy

#### **e) Senate House**

*If DM'ing an event in Senate House, set up instructions will be included in the DM brief, including locations of where to source materials. The LR1 cupboard is located by the kitchenette and is opened using the key in the lockbox on the wall. The code for this is*

*1860. If you are unsure of where to find something needed for an event, it is most likely located in this cupboard.*

#### **4. During the event**

Responsibilities outlined in DM brief but will need to use own initiative as the event unfolds. Things to consider include:

- Queue management
- Emergency exits are clear
- Trip hazards or spillages
- SU staff (events & bar) are happy, getting correct breaks, leaving on time/directed to other jobs or sent home early if quiet (ask bar supervisor to help manage this)
- Other teams are happy: committee, tech, security etc
- Noise outside space is minimal (close doors, turn music down etc)
- Drunkenness

## **5. Pack-down**

Responsibilities again outlined in DM brief. Main considerations:

- Sweep space of guests (security can help with this)
- Lost property to EAs office
- Put all materials back into DM box and return to Hannah More office – any DM briefs, H&S briefs & event specific signage can be recycled
- Put radios & Zettles on charge on windowsill in Hannah More
- Put all tablecloths & chair covers without any marks or stains back in the appropriate boxes in the green room.
- Put any chair covers with stains in front of the washing machine in the green room. Make a note of the number of tablecloths with stains and put in front of washing machine also. Text Charlotte number of stained tablecloths.
- Make sure bar supervisor packs down bar/clears all cans from space (and if bins are overflowing – remove and take to ground floor foyer)
- Make sure committee clear all their materials/décor/rubbish from the space (this includes any bin bags, cannot leave these by the bins will have to remove themselves).
- Keep committee on track, reminding them of when they need to be out of the building
- Complete stats & reporting form

## **6. Loading Bay**

Located on ground floor. For any events that need to use the loading bay, you will need to manage use of the goods lift. No one else is allowed to use the lift unsupervised as they wouldn't have received specific training.

Guidance:

- Call the lift at the ground floor by pressing the button outside, if it makes a noise, this means the door is open on another floor (likely the 1<sup>st</sup> floor) so you will need to go back up and shut it properly before calling it down again
- Nothing outside of the yellow lines in the lift
- The lift is for equipment & materials only, people will need to use the stairs.
- Make sure both the cage and door are shut properly – be careful of trapped fingers. To check if the door is shut properly – call the lift from the floor you are on by pressing the button, if it makes a noise then it's not shut properly.
- Go back to first floor and call lift by pressing button, again, if you hear a noise this means the door isn't shut properly so you will need to go downstairs again to shut
- After you have finished using the lift, make sure to shut the doors properly again so it can be used by others

## 7. Box Office

### a) Selling tickets

Step 1: turn on the Zettle phone using the on button on the top of the machine. Swipe up and enter pin – 1924. Click on PayPal POS app.

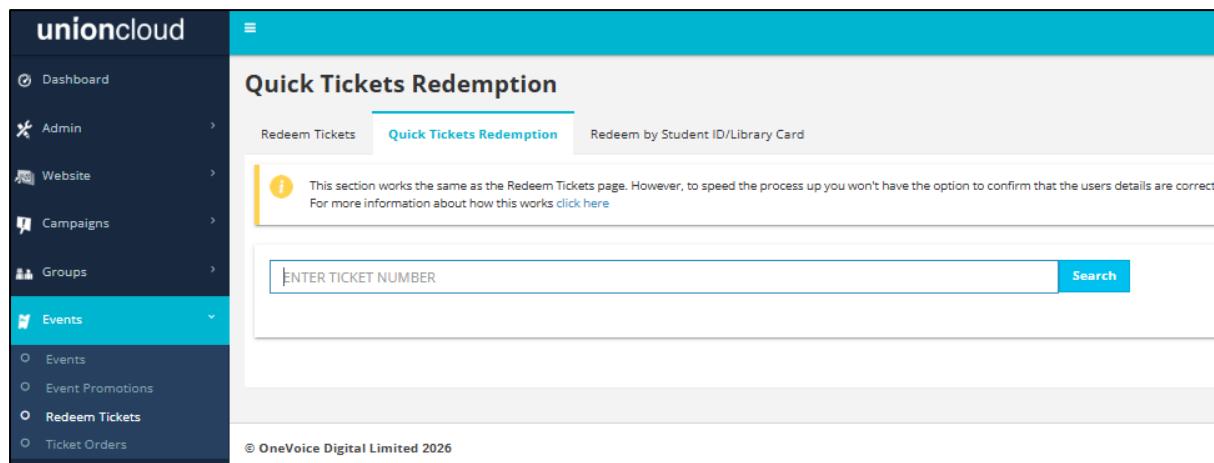
Step 2: use the filter to select the correct society. Find the ticket option from list and select.

Step 3: tap charge & ask the customer to tap or insert their card

**NB.** If you need to cancel a purchase, press the cancel button. This will cancel the purchase but the item that you were selling will remain in the basket so you're ready to go with the next payment.

Step 4: Make sure to check the screen to confirm that the payment has been approved. If not – please re-do the payment.

### b) Scanning tickets



**NB.** Only users who have been given access will be able to use this function. For special events, committees will be asked in advance who is working on the box office and the digital team will set this up with their specific email addresses. All DMs should have access to this function so they can help redeeming/problem-shooting if needed.

Step 1: Plug usb ticket-scanner into laptop.

Step 2: Go to SU website and login

Step 3: Go to Dashboard > Events > Redeem Tickets > Quick Tickets Redemption

Step 4: Click in 'enter ticket number' box and then scan ticket, pressing button on bottom side of scanner. NB: some scanners will require you to scan from a distance and

some almost touching the screen. The ticket scanner will beep & the screen will turn green once accepted.

Further instructions with photos found here: <https://app.tango.us/app/workflow/Step-by-Step-Process-for-Redeeming-Tickets-on-UnionCloud-2aeb8656aae546f0a56f2783782949ee>

### Troubleshooting

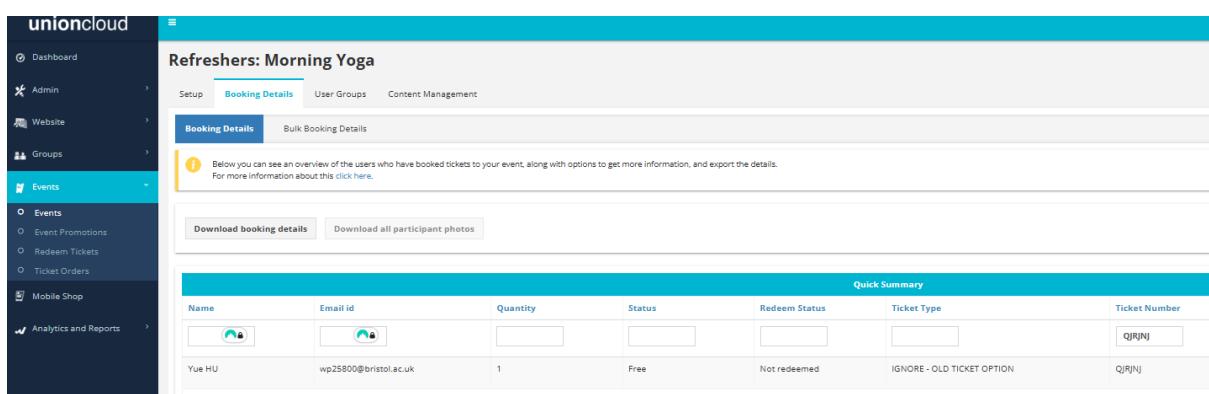
If the ticket won't scan for some reason:

Step 1: Go to the sidebar in UnionCloud > Events > Events

Step 2: Search for the event by clicking the eye icon on the right-hand side and then searching for the name

Step 3: Click the cog icon on right-hand side of the event name > magnifying glass icon > Booking Details tab

Step 4: Search for their ticket number using the eye icon, this will tell you if the ticket has already been redeemed. You can use this function to also search for the ticket by their name or email address.



### **c) Scanning u-cards**

A	B	C	D	E	F
1	U Card Scans Below	Non U Card Tally Below		Please fill in at end of the session:	
2				U Card Scans	
3				Non U Card Tally	
4				TOTAL	0
5					
6					
7					
8					

Step 1: Plug usb u-card scanner into laptop

Step 2: Open u-card excel file – click on where in spreadsheet you want list to start from

Step 3: Ask guests to tap their u-card on the scanner, this will populate in the file and move to the next line for the next person

If someone doesn't have their u-card on them and...:

- it's a student only event, ask to see proof of student status (e.g. their university email account) and put a '1' in the 'Non U Card Tally' column.
- If the event is open to the general public (not just students), put 1 in the 'Non U Card Tally' column.

## **8. Venue/Building Rules & Policies**

### Richmond Building

- All attendees must be 14+. On occasion we will allow children under this age, but this will need to be pre-agreed and we will flag to you before an event if this is the case.
- Individuals of the age 14-17 must be accompanied by an adult (18+)
- Building closes at 23:00 unless late portering pre-agreed – everyone must be out the building by this time
- Nothing to be left overnight in the Anson Rooms unless pre-agreed
- No alcohol allowed to be brought into event. If people are found trying to enter with alcohol, it is to be confiscated and disposed of. The only exception is if they decide to leave with their alcohol instead of entering the venue. If the customer returns later they must be subject to a thorough re-search. You **must not** return confiscated alcohol to people as they leave at the end of the event.
- No alcohol to be taken out of the event (Anson Rooms or foyer area if being used).
- Hosts can bring their own soft drinks for guests if pre-agreed.
- ID checks must always be conducted at the bar, even if it's an 18+ event.
- Drug policy: security to confiscate drugs, go with DM and individual to first-aid room on ground floor foyer and fill in [Incident, Accident & Near Miss Reporting form](#). Discretion of DM based on behaviour of individual whether to allow them back into event or not. Drugs to be placed in drug confiscation bag (found in events cupboard in Hannah More) and stored in safe in Hannah More office.
- [Bristol SU Generic Richmond Building Risk Assessment](#)
- Dress code: no offensive slogans. Football shirts not allowed at rowdy events – decided at DM's discretion.

### Senate House

*Most of the above applies/is much the same for DM'ing events in Senate House. Please note the following differences:*

- *Closing times are different in Senate House. During weekdays closing time is 22:00 and on weekends 18:00. All events must be completely packed up, all attendees and staff out of the building by this time. Estates Assistants are not as flexible with these timings as they are in TRB.*
- *Senate House Community Spaces are in constant use, so nothing can be left out to be dealt with the next day or it tends to go missing or get moved by cleaners. Please be aware of any equipment in use and make sure it is put back in a secure location before the end of your shift.*
- *Alcohol is strictly prohibited in Senate House Community Spaces, unless in rare occasions when supplied by us for private events. If attendees try to*

*bring in alcohol, please ask them to leave. If compliant they can return without it.*

- *Senate House DM shifts rarely (if ever) have security in attendance as it is not needed for these types of events. If you ever have an issue at an event, you can call UoB security services. Their emergency line is: 0117 331 1223*

## 9. **Drinks**

### a) **Can Bar**

We can provide a pop-up can bar upon request. This is provided for free, with no minimum spend but we do reserve the right to close the bar early if it's quiet and we aren't getting many sales.

Examples of jobs for bar staff if bar is quiet:

- Clean bar
- Tidy & deep-clean Green Room 1 – including sweep & mop, remove rubbish
- Start stock take in Green Room
- Do any laundry in front of the washing machine – detergent found under the sink. Will need to make sure there is time to put it in the dryer afterwards.

How to know when to send bar staff home:

- If 2 or more staff are working on the bar (bar supervisor & general bar staff) and the bar isn't busy please send general bar staff home.
- If no drinks have been sold in the past 20 minutes, then the bar will need to close/all staff (inc. supervisor) sent home. Bar supervisor will need to manage this.

The bar supervisor has a clipboard in the DM box with detailed instructions on setting up the bar and other useful information. At the beginning of the shift they should collect this clipboard, a radio & Green Room/fridge keys from the DM box, as well as the 'bar box' from the Green Room which has all the materials for set up. They may also need to wheel the bar fronts into the space and put a navy blue SU backdrop behind (usually both found in AR2). Please ask them to wheel the bar fronts and backdrop back into AR2 after the event.

### **ADD PHOTO**

We sometimes run promotional deals for drinks, there will be signage printed out for these and available in the DM box, please make sure to brief the bar supervisor on these when they arrive.

Everyone to be ID'd at the bar, even if the event is 18+.

All wastage and refusals to be recorded by the bar team, they have printed QR codes for this in the bar box. We also ask the bar supervisor to take a stock count of all drinks in the Green Room (inc. fridges) after the event and upload this via an additional QR code.

Link to wastage log:

<https://airtable.com/appJMsrkRJbvH8RW2/pagq9OUOi2Cgrpgxh/form>

Link to refusals log:

<https://airtable.com/appJMsrkRJbvH8RW2/pagr0xoQVJtQWGBJG/form>

Link to stock take:

<https://airtable.com/appJMsrkRJbvH8RW2/paguObN7BFfjGXDnz/form>

### **b) Additional Offers**

On occasion, we may also provide a prosecco reception or wine on tables. The glassware is hired externally and usually delivered on the event morning and will either be found in the Green Room or the loading bay. If you can't locate this then check with the EAs as they will have received the delivery. The glasses should be emptied and put back into the crates dirty (face up) at the end of the evening. Please then move these down to the loading bay for collection (likely arranged for the next working day).

Similarly, the bottles of wine/prosecco will either be found in the Green Room (ideally we would have put them in the fridge) or loading bay, again, ask the EAs if these can't be located.

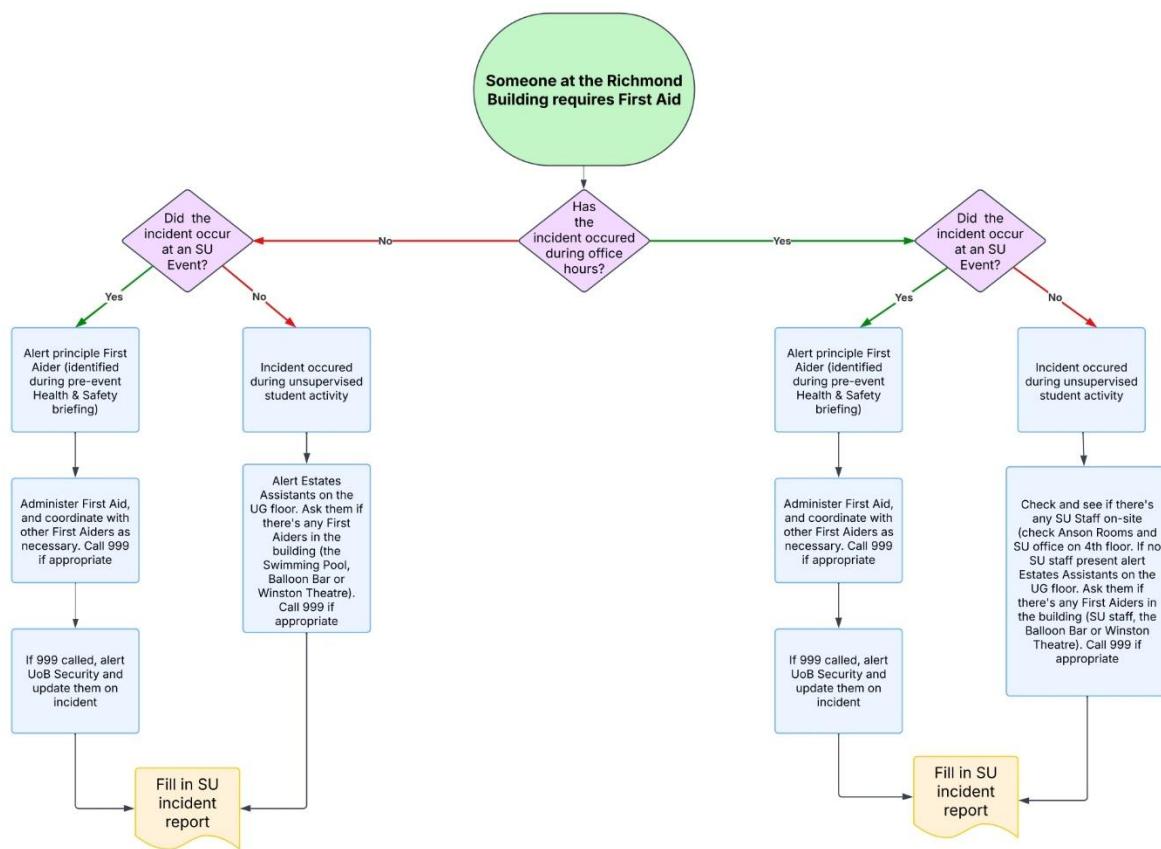
We would usually rota 1 or 2 student staff to set up the wine, prosecco table & pour the prosecco just before guest arrival so this team will also need to be managed.

## 10. First-Aid

As the DM, you will be the primary first-aider.

The first-aid room is located at the back left of the ground floor foyer, you will need u-card access. This room contains a first-aid kit. If there are any injuries, please take the individual down to this space (if they are comfortable enough to move) and make sure to record any incidents using [the form](#). It is useful to fill in this form whilst the individual is in the room so you can ask them questions/don't forget anything!

Link to incident form: <https://bristolstudentsunion.typeform.com/to/VbTJPg>



## **11. Fire Evacuation in the Richmond Building**

### **Staff with Fire Warden training**

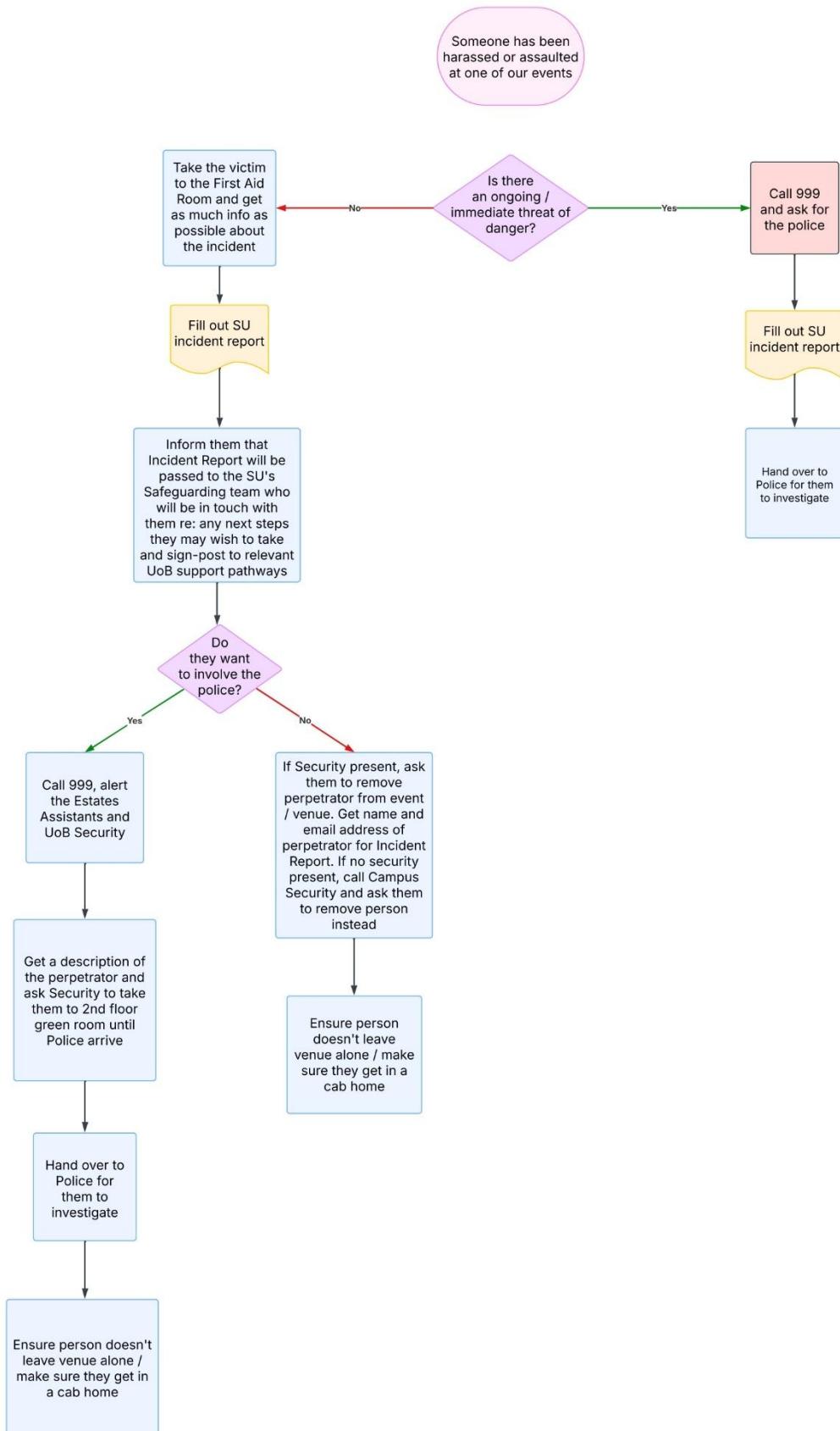
1. At the sound of the fire alarm, all fire wardens should collect a high vis vest from the DM box.
2. Encourage all event attendees to leave the venue and use all possible fire exits.
3. Fire wardens should sweep the first floor, including all toilets and Green Room. If the STA have a production in the Winston or Pegg, they will look after the theatres and dressing spaces on that side of the building. If the STA are not in the theatres, fire wardens will also need to clear these areas.
4. Once the areas are clear, use the spiral staircase to go to the fire panel next to the EA office to report first floor is clear to the lead fire warden.
5. Take instruction from the lead fire warden as to how best to manage evacuated building users.

### **Staff with no Fire Warden training**

Your role is to support the fire warden with evacuation of the venue, but no expectation to sweep the venue.

1. At the sound of the fire alarm, loudly and calmly encourage event attendees to make their way to the nearest emergency exit. Please encourage attendees to use all possible exits.
2. Steer event attendees to the fire assembly point at the bottom of Richmond Hill Mount.
3. When at the fire assembly point, it is important people stay out of the road to ensure emergency services can gain quick access, and far away from the building for additional safety.
4. If the building is safe to re-enter, encourage event attendees to enter the building calmly and under direction from fire wardens.

## 12. Harassment



## 13. Security

### a) Richmond Building

For some events, usually those involving alcohol – we will hire external security from a company called Armasec. They usually arrive 30 minutes before doors and leave 30 minutes after show close. When they arrive, direct them to the MEWP cupboard where they can put their belongings & brief them on their positions (which can usually be found on the DM brief). Most of the team have been here multiple times before and know the venue well.

Depending on the number of security, we usually position them at the following:

- 1 at the box office, or potentially up to 3 if there are ID & bag checks – these will then move position once everyone is in the venue
- 1 roaming the space
- 1 at doors to stairwell outside men's toilets to prevent people entering from here
- 1 at crowd barrier (depending on event)
- 1 at bar
- 1 at doors to Winston/Pegg to prevent people entering from here (only relevant if event is using first floor foyer is a ticketed area)

On the H&S brief, there are various details to fill in regarding security:

- Name of security manager
- Number of SIA security
- Number of female security
- Have all security signed in on the log book?
- Are all security SIA badges visible?

If security don't arrive:

- Phone Armasec directly - 0117 2140217
- If bag searches, will need to delay start of event until they arrive – if only by around 10 minutes then we can just ask attendees already at the venue to wait but if longer than may need to consider posting on committee's social channels

### b) Senate House

- *Senate House DM shifts rarely (if ever) have security in attendance as it is not needed for these types of events. If you ever have an issue at an event, you can call UoB security services. Their emergency line is: 0117 331 1223*

## 14. Contacts

- Events Manager: Rosa Digby - [Rosa.digby@bristol.ac.uk](mailto:Rosa.digby@bristol.ac.uk)
- Senior Events Coordinator: Charlotte Bowering  
– [charlotte.bowering@bristol.ac.uk](mailto:charlotte.bowering@bristol.ac.uk)
- Senior Student Community Events and Spaces Coordinator: Grace Hanifan  
– [grace.hanifan@bristol.ac.uk](mailto:grace.hanifan@bristol.ac.uk)
- Bristol SU Tech team
  - Facilities and Technical Manager: Andrew Williams  
– [Andrew.williams@bristol.ac.uk](mailto:Andrew.williams@bristol.ac.uk)
  - Facilities and Technical Assistant: Thomas Bowden  
– [Thomas.bowden@bristol.ac.uk](mailto:Thomas.bowden@bristol.ac.uk)
- Armasec Security: 0117 2140217
- University 24-hour emergency Security Team: 0117 3311223

## 15. FAQs

### What to do if...

- You run out of bin bags: more bin bags located in DM box, bar box, Green Room or ask EAs
- There's a spillage: depending on extent - blue roll available behind bar, or ask EAs for access to cleaning cupboard for additional sprays. Use gloves and separate bag to dispose of
- Someone is sick: there is vomit absorbent powder kept in the green room or on the bar - sprinkle this on the vomit and use a dustpan and brush (EAs for access to the cleaning cupboard) to clean this up. Put this in a separate bag and dispose of in general waste bin immediately. There are blue gloves in the Green Room - please also use these and wash hands thoroughly after.
- You need access to a room you don't have the key for: ask EAs
- The event is over-running: chat with event hosts and Tech team to work out how to bring the event back on schedule. The event end time is based on staff availability, budget, and building opening hours and can't be made later. You may need to work with event hosts to decide an element of the event that could be cut to bring an event back on schedule.
- Bar runs out of stock: attach a 'sold out' sticker (kept in the bar box) to the menus displayed.

### How do I check On the Door Sales on the Zettle Machine?

Step 1: turn on the zettle phone using the on button on the top of the machine. Click on PayPal POS app.

Step 2: from side menu go to reports > click on date of event > scroll to 'Top Selling Products' & find ticket sales

## 16. Inventory of Materials – Richmond Building

Material	Location
Bar fronts	AR2 or ask tech team
Bar mats	Bar box
Bar signage	Bar box
Bar signage & menus	Bar box
Bin bags (food, general, recycling)	Under sink in Green Room 1 or bar box
Blue roll	Bar box or Green Room 1
Centrepieces – faux flowers	Green Room 1 (around corner on left)
Chairs	AR2 or ask tech team/EAs
Chair sashes - gold	Green 1 (around corner on left)
Cleaning products	Green Room 1 (under sink) or cleaning cupboard (ask EAs for access)
Clickers	Events cupboard in Hannah More
Coat rails & hangers	Green Room 1 (disabled toilet)
Corkscrew	Bar box
Cups	Green Room 1
Draft top x 2	Green Room 1
Dustpan & brush	Bar box
Ear plugs	Bar box
Event Signage	‘Signage’ folder on table in Hannah More
Green Room keys (see photos below)	Left cupboard on back wall in Hannah More
Jugs	Green Room 1
Linen (inc. tablecloths/chair covers)	Green Room 1
Mop & bucket	Green Room 1 (in toilet)
Navy SU backdrop	1 <sup>st</sup> floor link space, AR2 or ask tech team
Pens / additional stationery	Shelves in Hannah More
Plastic disposable gloves	Green Room 1 (under sink)
Plates	Green Room 1
Radios & chargers	Windowsill in Hannah More
Skate (moving urns or restocking bar)	Green Room 1 or ask tech team
Straws	Bar box
Ticket scanners	Events cupboard in Hannah More
Trestle tables	AR2 or ask tech team/EAs
U-card scanners	Events cupboard in Hannah More
Water jugs	Green Room 1
Water urns	Green Room 1
Zettle machines & chargers	Windowsill in Hannah More

**Green Room Keys**



**Green Room & Fridge Keys**

