



Venue Department

Door Supervisor (SIA)

Department summary

The Venue department provides a diverse and inclusive range of events and entertainments as well as providing space and resources for groups and individuals to host their own events and activities. The department includes bars, entertainments, technical and security services and strives to ensure everybody has the same excellent and safe experience.

Job Description

Job Grade:

LSU Casual Pay Scale

Job Purpose

This is a customer service role where door supervisors are deployed to provide a safe and non-discriminatory environment in which Loughborough Students and guests may enjoy the facilities available at LSU, whilst upholding its licensing objectives and disciplinary and other policies.

Job Duties

Main duties

- Door supervision including the screening of a person's suitability to enter the venue or an event; searching people and their bags or accessories prior to entry, ensuring those who do enter follow appropriate rules and requirements and respectfully resolving issues where these are not met, which may include refusing entry.
- Controlling doors or routes and preventing unauthorised access to back-of-house or other areas.
- Performing sweeps of areas or the premises to ensure closed areas no longer have anybody left behind.
- Ejecting individuals or groups of people from the venue or event or designated area, ensuring the relevant processes are followed and documents or reports completed in a timely manner.
- Responding to incidents as they occur inside and outside of the venue and taking appropriate action to ensure the safety of all concerned.
- The management and control of people and crowds ensuring a safe and orderly queue, queue system and entry to the premises and events.

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- Supporting the safe evacuation of the premises whether due to fire, emergency or other reason.
- The upholding of the Premises Licence (alcohol licence) and its conditions and objectives.
- Providing a security presence to help prevent, deter, detect or solve issues of crime or disorder including the guarding of property and equipment.

Other duties

- Setting up and dismantling the barrier systems for entry systems and queue control.
- The safe setup and dismantling of the pit (crowd) barriers.
- The accurate counting of patrons into and/or out of the premises or area.
- Politely directing people to relevant queues or other areas and providing information where necessary.
- Performing building checks before, during or after events to ensure no substances or weapons are hidden or left and that all emergency exits and routes are clear and safe to use.
- Maintaining a safe environment at all times including premises, equipment and people.
- Effectively communicating with colleagues, teams and other relevant parties via spoken word or radio etc.
- Assist in the writing of reports from your own activities or others.
- Act as a role-model to other staff including Stewards who may wish to progress to become licensed door supervisors.
- Working proactively with other teams whether employed or contracted efficiently and effectively.
- Occasionally working offsite, for example at sporting facilities around campus.

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the LSU's Health, Safety and Environmental Policy & Procedures.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. All staff should hold a duty and commitment to observing the LSU's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Union policies/procedures.

Successful completion of probation will be dependent on completion of the LSU's mandatory courses which include Respect at Work, Health and Safety and Data Protection.

Organisational Responsibility

Reports to the Venue Security Manager or relevant Duty Manager on shift.

References

If you are offered a position, this will be subject to the receipt of satisfactory references. Referee details will be requested at the point you are offered the position in order to adhere to relevant data protection legislation.

Conditions of Service

Salary

The position is offered on a casual basis. Pay will be on LSU Casual Pay Scale at £8.53 per hour plus holiday pay (see below).

The appointment will be subject to the LSU's Terms and Conditions of Employment. Benefits include contributory pension scheme (NEST) via auto-enrolment, staff discounts and access to University facilities.

Hours

This position is offered as casual with approximately 8 - 16 hours offered per week during term time (but these are not guaranteed). Ad-hoc shifts may be offered at other times.

Annual Leave

You have an entitlement to paid holiday arising from any periods that you undertake work, in accordance with the Working Time Regulations. However, it is not possible for you to take holiday on days when you are working at the Union, you must effectively take your holiday on days when you are not working here. Holiday pay will be a supplementary payment of 12.07% (subject to change) to your hourly rate of pay. You will receive payment for owed holiday with your normal pay. This means that no further pay will be due at times when holiday is taken. Your holiday pay does not form part of your remuneration in respect of any period of work.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Working as a team	1, 2, 3
Skills and abilities	Good communication skills	1, 2, 3
	Effective teamwork	2, 3
	Able to make decisions under duress	1, 2, 3
	Ability to remain calm under pressure	2
	Conflict resolution	1, 2, 3

Desirable Criteria

Area	Criteria	Stage
Qualifications	Relevant & valid door supervisor training qualification e.g. Level 2 Award for working as a Door Supervisor passed within the last three years	1
	Possess a valid SIA Door Supervisor licence	1
	First aid qualification such as Emergency First Aid or First Aid at Work	1
	Physical intervention or conflict management	1