



Outpost Operations and Events Manager

Lakehead University Student Union (LUSU)

CAMPUS:	Thunder Bay
START DATE:	June 15, 2026 (onboarding June 1–15, 2026)
REPORTS TO:	Executive Director (ED)
HOURS:	40 hours/week
COMPENSATION:	\$65,000–\$70,000/year plus benefits (health and dental included)

The Outpost Operations and Events Manager oversees the daily operations, programming, and ongoing development of The Outpost, the Lakehead University Student Union (LUSU)'s campus pub and event venue. Working under the direction of the ED, the Manager provides leadership across venue operations, staff supervision, event programming, financial oversight, and regulatory compliance.

The Manager plays a key role in fostering a welcoming, safe, and vibrant environment where students from diverse backgrounds feel respected and engaged. Programming and operations should reflect LUSU's commitment to equity, student life, and responsible alcohol service, while ensuring that revenues generated by the venue contribute to the union's student services and student initiatives.

The successful candidate will be an organised and collaborative leader with experience in hospitality operations, live events, and team management, and a strong understanding of student-focused programming and campus community engagement.

KEY RESPONSIBILITIES

Venue Operations:

- Oversee daily operations of The Outpost, ensuring a clean, safe, and welcoming environment.
- Develop and implement operational procedures and policies.
- Manage inventory, ordering, and supply levels for beverages and operational materials.
- Oversee cash handling, deposits, and financial controls.
- Ensure compliance with health and safety standards, alcohol licensing regulations, and university policies.
- Collaborate with the Head Chef on menu planning, pricing, and food specials.
- Identify opportunities to increase daytime and evening revenue through programming and offerings.
- Develop relationships with community organisations to support venue rentals and summer bookings.

Event Planning and Management:

- Plan and deliver events for LUSU, students, student groups, and external clients.

- Ensure programming is welcoming, inclusive, and accessible to a diverse student body.
- Oversee event logistics, including scheduling, staffing, security, technical requirements, and venue setup.
- Coordinate with marketing staff to promote events and programming.
- Manage bookings for live entertainment such as DJs, performers, and bands.
- Address operational issues and ensure events comply with safety, alcohol service, and capacity requirements.

Staff Leadership and Management:

- Recruit, train, schedule, and supervise bar, event, and security staff.
- Maintain high standards of customer service and staff performance.
- Provide coaching, supervision, and performance feedback to staff.
- Manage staffing levels and tip pooling systems where applicable.
- Foster a respectful, inclusive workplace culture grounded in equity and accountability.

Harm Reduction and Student Safety:

- Support harm reduction approaches to alcohol service and nightlife programming.
- Promote a safe and respectful environment for patrons, including responding appropriately to intoxication, harassment, and safety concerns.
- Work with LUSU staff and campus partners to support student wellbeing initiatives related to nightlife and social events.

Regulatory Compliance:

- Ensure compliance with all applicable legislation and regulations, including AGCO requirements, health and safety legislation, and fire and occupancy codes.
- Maintain required certifications, documentation, and compliance records.
- Coordinate maintenance and minor repairs of venue equipment and facilities.

Vendor, Financial, and Administrative Management:

- Maintain relationships with beverage distributors, security providers, entertainment vendors, and other suppliers.
- Coordinate deliveries and resolve supply issues.
- Support financial oversight of venue operations, including sales tracking, expense monitoring, and pricing strategies.
- Submit payroll hours, financial documentation, and monthly reconciliations as required.
- Work with the ED and staff to review financial performance and identify growth opportunities.

Marketing and Promotion:

- Collaborate with LUSU staff on marketing strategies and promotional campaigns.
- Support outreach efforts to increase student engagement and venue visibility.
- Maintain relationships with campus departments, student groups, and community partners.

Perform other duties as assigned to support venue operations.

QUALIFICATIONS:

- 5+ years of management experience in hospitality, venue management, or event operations, preferably in a licensed venue.
- Demonstrated experience in event programming and revenue generation.
- Proven leadership experience managing staff teams.
- Smart Serve certification (required).
- Safe Food Handling certification (required or willingness to obtain).
- Strong organisational, communication, and problem-solving skills with the ability to manage multiple priorities.
- Knowledge of alcohol licensing regulations, hospitality compliance, and health and safety practices.
- Experience managing hospitality or venue budgets, inventory, and financial reporting.
- Demonstrated commitment to equity, inclusion, and harm reduction practices in hospitality, events, or community programming environments.
- Experience working with students or in campus environments is considered an asset.
- A degree or diploma in hospitality management, event management, business, or a related field is considered an asset.

WORKING CONDITIONS:

- This role requires day, evening, and weekend work depending on operational and event schedules and may involve extended periods on your feet in a fast-paced environment.

LUSU does not use artificial intelligence to screen, assess, or select applicants for this position. This position is a full-time, permanent role, and this posting is for an existing vacancy.

EMPLOYMENT EQUITY:

LUSU is committed to the principles of employment equity. Applications from all qualified candidates are welcome. We particularly encourage applications from those who face systemic barriers to accessing employment.

We recognise that systemic barriers impact access to employment opportunities and value lived experience. Applicants are invited to self-identify in their cover letter or resume if they feel comfortable doing so. Please use your cover letter to tell us about your unique perspectives, experiences, and abilities as they relate to your fit within the student union's team.

APPLICATIONS:

Visit lusu.ca/jobs and select "Outpost Manager." Upload a single PDF containing your cover letter and resume, with your name and addressed to Brandon Amyot, Governance and Advocacy Officer. We thank all applicants for their interest. Only those selected for an interview will be contacted.

CLOSING DATE: Sunday, May 3, 2026, at 11:59 PM Eastern