

Student Staff Job Description

Job Title:	Bar Assistant
Responsible to:	Venues Duty Managers
Outline of Post:	To work as part of the venues team to provide an excellent standard of customer service, creating a warm, friendly environment that people wish to return to.
Hours:	Working up to 16 hours per week during term time working day and evening shifts, including regular club nights (Wednesday and Saturday) which finish at 4am. Other shifts include Monday to Saturday 8pm to midnight and late shifts at various points during the term. You will be expected to work 2 out of every 4 club night shifts (including FAB and Sports Night). You will also need to be available to work during Welcome Week and the Guild's Graduation Ball.

Duties and Responsibilities:

1. To serve customers showing high standards of customer care at all times, providing a helpful and friendly service, in order to maximise sales.
2. To handle cash and use an EPOS till as directed.
3. To move stock as directed and to fill displays as necessary to merchandise and display products appropriately. To always ensure that stock rooms are secure on leaving them.
4. To observe and work within licensing regulations and all Guild employment policies.
5. To observe Guild health & safety procedures. You have a responsibility to work safely at all times and to report any potential hazards, faults or problems to a senior assistant or duty manager.
6. To maintain the cleanliness of the venue during opening hours and at close. This will include cleaning the bar area; removing bins; collecting & washing glasses; adhere to Guild recycling policy; clearing up spillages in the Venue and, of an evening, other public areas of the Guild.

7. To attend work looking clean, smart and wearing the uniform provided, name badges must be worn at all times.
8. To maintain a flexible approach to working duties.
9. To attend and complete compulsory training as required
10. To carry out other duties which naturally fall within the reasonable expectations of the post.
11. You may be required to work within other Guild area's including catering, for which you will receive appropriate training.

Person Specification

The person specification describes the knowledge, experience & abilities that the Guild is looking for in the student staff we employ. To be successful, during the selection process (application form & interview) you should demonstrate:

- Strong customer service focus with an awareness of your impact on the customer experience
- Strong communication skills – with customers, managers & team
- Able to work in a team, but also on own initiative.
- Flexible, committed and punctual
- Able to balance academic work with your responsibility to the Guild as your employer throughout the academic year.
- Able to stay calm and friendly under pressure in a busy environment.
- Keen to contribute to the development of the Guild & Venues area.