

## Job Description



<b>Job Title:</b>	Bar and Catering Staff
<b>Responsible to:</b>	Supervisors; Duty Managers; Operational Managers; Food & Beverage Manager
<b>Department:</b>	Commercial Services
<b>Contract:</b>	Casual, term-time only
<b>Hours of work:</b>	Zero Hours (flexible according to operational demands, evenings, weekends and late night shifts available)
<b>Salary:</b>	£6.90 per hour (£7.73 per hour with holiday pay)
<b>Purpose of Post:</b>	Working as an effective member of the Bar and Catering Team, the post holder will provide, excellent customer service, maintain high standards of health & safety, ensure high standards and efficiency of work and maintain strict financial control.
<b>Key Dates:</b>	<p><b>Application Closing Date:</b> Sunday 13<sup>th</sup> March</p> <p><b>Assessment Date</b> Wednesday 16<sup>th</sup> March</p> <p><b>Interviews:</b> 22<sup>nd</sup> and 23<sup>rd</sup> March</p> <p><b>Induction:</b> 25<sup>th</sup> or 28<sup>th</sup> April</p> <p><b>Start Date:</b> Week commencing 2<sup>nd</sup> May</p>

## **GENERAL DUTIES & RESPONSIBILITIES:**

Working as an effective member of the Bars and Catering Team, the post holder will:

- Provide excellent customer service
- Maintain high standards of hygiene, health & safety
- Ensure high standards and efficiency of work
- Maintain strict stock and financial control
- To maintain our high level of service on each event
- Serving drinks and food, keeping all areas of the venue clean and tidy, providing a box office and cloakroom service when required
- When required, complete handover book with details of any problem or issues that have arisen during the shift, e.g. stock levels, faulty equipment etc
- Maintain high level of personal hygiene and appearance, including adherence to uniform standards and the outlets hygiene guidelines.
- Ensure compliance with all legislative regulations and company policy.
- Assist in other Students' Union Venues and events such as the Summer Ball
- To be punctual for shifts, sign time sheets and maintain regular contact with the Union to check hours

## **STOCK & FINANCIAL CONTROL**

- Ensure accuracy of till transactions and security of till card and till at all times.
- Complete staff till cash up as required
- Carry out detailed check of deliveries for accuracy and quality of product
- Timely storage of stock following delivery; ensuring temperature controls are met and records are maintained
- Ensure stock rotation is applied when storing deliveries and that the correct storage method is applied to each product
- Display stock levels should be monitored throughout your shift and replenished as required
- Adherence to portion control guidelines
- Record any wastage
- All employees are responsible for stock security and reporting any issues or concerns as they arise.

## **HEALTH AND SAFETY**

- Ensure high standards of health and safety are maintained at all times
- Complete required cleaning tasks in accordance with the daily and weekly tasks sheet, ensuring the work has been completed to a high standard
- Carry out food safety and equipment checks as required by the worksheets
- Ensure that all required temperature checks are completed and logged
- Ensure the storage areas are kept in a clean, tidy and safe condition
- Ensure any faults or problems with equipment and the venue are reported
- Work in a way that minimises risks to the health and safety and security of self and others

- Ensure all cleaning products and any other substance that could cause a health risk is used according to the data sheet contained within the C.O.S.H.H folder for the venue
- To have a full understanding of the fire evacuation procedures for the Students' Union.

#### **LEGISLATION & COMPANY POLICY**

- To have a full understanding of the licensing law and all other legislation relevant to your role
- To understand and actively support all company policies relevant to your role
- Complies with all regulatory and SURHUL policies and procedures relevant to the performance of own role

#### **PERSONAL DEVELOPMENT**

- With the help of others, reviews own work against the requirements for role and identifies any development areas.
- Identifies with reviewer additional development areas which will provide support to the team
- Ensure personal mandatory training is up to date including online Food Safety
- Ensure participation in all departmental training session as required

## Personal Specification

	Essential	Desirable
<b>1. Education and Training</b>		
Must be a current RHUL student for 2016/2017	X	
<b>2. Team Working &amp; Personal Development</b>		
Taking responsibility for own behaviour and its effects on others	X	
Recognising when colleagues need assistance and offering practical support	X	
Demonstrating high standards of integrity and honesty	X	
Listens to others, ensures understanding and responds appropriately.		X
<b>3. Customer Focus</b>		
Communicating calmly, politely and tactfully to customers under all circumstances	X	
Treating everyone with dignity and respect	X	
Taking responsibility for queries raised; ensuring their resolution either directly or through others	X	
Recognising issues which may interfere with customer satisfaction, taking action to rectify where appropriate and alerting others where necessary		X
<b>4. Attitudes and Personal style</b>		
Ability to develop and maintain effective professional relationships	X	
A strong team player		X
An outgoing individual with a positive approach and the ability to engage others		X
Respects and supports equality and diversity reporting actions that undermine this	X	
Self-motivated and committed to delivering quality work	X	
<b>5. Values</b>		
<b>We're a values-led organisation, which means we're keen to attract applicants who share our priorities. As part of any application, we're keen to hear about times you've demonstrated any of the following:</b>		
<b>Student Focused:</b> everything we do will have students at the heart of it.	X	
<b>High Quality:</b> expectations are high, and we must exceed them	X	
<b>Inclusive:</b> we will offer a diverse range of activities and services which are fulfilling and accessible.	X	
<b>Brave:</b> we should be bold and not afraid to challenge the status quo.	X	
<b>Trustworthy:</b> we will ensure that we are transparent, honest and fair in what we say and do.	X	