



Part Time Drinkaware Crew Member (3 positions available)

Reporting to: Union Venues and Events Manager and the affiliated night Venues Managers

Contract: Fixed ending 30th August 2020

Work pattern: A typical shift would be 10:00 pm – 3:00 am

Salary: National minimum wage (£7.38) / National Living wage (£7.83) plus holiday pay

Location: The Union of Students Academy Bar, Kedleston Road and the Unions affiliated club nights, Derby City Centre

Are you outgoing, confident and motivated to play an important part in keeping the atmosphere on a night out friendly and respectful, and to support people who may be vulnerable?

The Union of Students in conjunction with Drinkaware are looking to train and provide Drinkaware Crew for our student affiliated club nights to improve our ability to look after our guests on a night out and, to identify and support people who may be vulnerable due to drinking too much. Working with a partner, you will mingle with guests, take opportunities to promote positive behaviour, and help guests in practical ways. You will work with security, management and bar staff to escalate issues if required, and will complete an activity log at the end of the shift.

Please note: we are looking at students to recruit successful candidates to be in place for the start of the new Academic Year 2019/20. The final term of this academic year will cover necessary training required for this role ready for September 2019.

To download the full recruitment pack including the job description and person specification please refer to our website the link is: <http://www.derbyunion.co.uk/jobs>

The deadline for applications is **10 am Monday 18th March 2019.**

If selected please ensure you will be available to attend the compulsory full-day professional training delivered by Drinkaware to prepare you for and support you in the role on **Wednesday 17th April 2019 at Kedleston Road, Derby.**

Diversity and Inclusion

The Union of Students are an equal opportunities employer; and encourage and value diversity for our employees. We are happy to discuss any reasonable adjustments individuals may require in the recruitment process, on commencement or once in post.

We will select the best candidate solely on the basis of merit and ability to do the job. Unjustifiable discrimination based on gender, race, age, disability, religious or political beliefs, sexual orientation or any other reason will form no part of our selection process. We champion equal opportunities, equality and dignity in the workplace.

We can objectively justify why certain roles are designated for students. We have a commitment to provide casual employment to students where roles are identified that suit such a cohort.

JOB DESCRIPTION FOR DRINKAWARE CREW:

Main Purpose of Role:

This role is offered in collaboration with Drinkaware, the charity which aims to reduce alcohol related harm by helping people make better choices about their drinking.

About Drinkaware Crew:

Drinkaware Crew is part of Drinkaware's Drunken Nights Out programme, developed to reduce alcohol related harm amongst 18 – 24 year olds who participate in drunken nights out. Drinkaware Crew are a dedicated resource within a large club or venue responsible for helping maintain an enjoyable and safe environment for customers.

They do this by focusing on two goals:

1. Promoting and encouraging a positive social atmosphere.
2. Providing support for customers who are already experiencing certain kinds of distress or trouble. This might include helping customers who have lost their friends or are unsure of how they're getting home, or simply providing emotional support.

This is achieved as follows through the different stages of the evening:

- At the start of the evening they will introduce themselves to people in the queue or entrance, setting an expectation of a bar where drunken behaviour is not acceptable and raise awareness of the fact they are there to help.
- In the middle of the evening they will spend more time inside the venue to identify potentially vulnerable customers, for example checking toilets and proactively offering support.
- At the end of the night the emphasis will be on protecting vulnerable people, for example ensuring they get safely into registered taxis. Crew should stay on duty until half an hour after the venue has closed.

Drinkaware Crew always work in pairs to offer support and assistance to customers while ensuring they don't become vulnerable. Previous experience working in the night time economy or with the target age group would be an advantage.

What will I be doing?

- Introducing yourself to guests as they arrive for the night and explaining your role in helping to ensure that the club can look after its customers on a night out.
- Walking around the club, mingling with guests and reminding them you are there if needed.
- Working in partnership with bar staff, managers and security to promote safety.
- Notifying security staff when the risk of harm or violence escalates.
- Offering care and kindness to vulnerable people or those in distress, and where appropriate signposting them to appropriate professional help and services.
- Providing practical support to females who are vulnerable, potentially vulnerable or at risk of sexual harassment/unwanted behaviour.

- Providing practical support (tissues/water/first aid) to those who have drunk too much alcohol
- Helping vulnerable guests at the end of the night to get home safely by reuniting them with their friends or finding them a licenced cab.
- Feeding into the Drinkaware Crew evaluation process, including completing incident logs at the end of the shift.

Key skills and experience:

- In tune with the culture, interests and trends of our typical guests - 18-24 year olds.
- Socially confident, able to chat and mingle with guests and be assertive enough to encourage positive behaviour.
- Open-minded and non-judgemental with good listening skills to support vulnerable or distressed guests, or those who have over-consumed alcohol.
- Pro-active and able to work on your own initiative and with other staff in a busy club environment.
- Resilient enough to cope with direct and challenging verbal comments and keep calm in challenging situations.
- The ability to stay calm in stressful circumstances.
- Previous experience working with the age group 18-24 or working in the night time economy would be beneficial, but not required.

Training:

- Full training will be provided to prepare Drinkaware Crew for this role. Drinkaware Crew must have completed training and successfully passed the assessment before they will be permitted to start.
- Following the training you will receive Drinkaware Crew uniform (t-shirt, hoodie, jacket) and the Drinkaware Crew kit

PERSON SPECIFICATION FOR DRINKAWARE CREW:

CRITERIA	Requirement	Application	Interview Day
REQUIREMENTS:			
Currently studying at Derby University and beyond September 2019	Essential	✓	✓
Available for an immediate start following a successful interview	Essential	✓	✓
Be available to work late nights	Essential	✓	✓
EXPERIENCE:			
Of working in the night time economy or with target age groups	Desirable	✓	✓
Of giving excellent levels of customer service	Essential	✓	✓
Of working effectively in a team and using own initiative	Desirable	✓	✓
ATTRIBUTES/SKILLS:			
Excellent interpersonal and communication skills at all levels over complex issues (written and oral)	Essential	✓	✓
Able to create and maintain good working relationships with Union members, staff and promoters	Essential	✓	✓
A positive ambassador for the Union of Students and Drinkaware	Essential	✓	✓
Resilient enough and able to remain calm to cope with direct and challenging verbal comments in stressful and demanding situations	Essential	✓	✓
Excellent timekeeping	Essential	✓	✓

Presentable at all times	Essential	✓	✓
VALUES AND ETHICS			
Open minded and non-judgmental with good listening skills to support vulnerable or distressed guests, or those who have over consumed alcohol	Essential	✓	✓
Desire to work within a democratic and student led environment	Essential	✓	✓
Understanding and commitment to equal opportunities	Essential	✓	✓
Desire to work within an organisation which serves a culturally diverse membership	Essential	✓	✓
Committed, positive, outgoing and approachable with a 'can do' attitude	Essential		✓