

Venues Assistants

Contract:	Fixed term, ending Friday 28 th August 2020, subject to a satisfactory three month probationary period
Hours of work:	Flexible hours, up to 20 hours per week
Salary:	£8.52 per hour, including holiday pay
Location:	Kedleston Road and Friargate Square, Derby

The Academy, Blends and Blends @ One Friar Gate Square are seeking to recruit a team of venue assistants for the start of the academic year 2019/20.

We are looking to hire experienced individuals who are enthusiastic, passionate and customer focused, with a desire to learn and work in a variety of fast-paced, fun and ever-changing environments.

Ideally, candidates either will have experience in bar work, barista work or have worked in a catering situation. However, the Union will fully train successful applicants, ready to welcome students back from the summer break.

In return, the Union can offer you flexible working hours to fit around your study, great rates of pay, holiday pay and the opportunity to make new friends.

To download the recruitment pack please refer to our website the link is:

<http://www.derbyunion.co.uk/jobs>

Please send your completed application form to academy@derbyunion.co.uk no later than **9:00am** on **Monday 12th August 2019**.

Interviews will be held on **Tuesday 27th August 2019**.

Successful applicants through to this stage of the recruitment process must be available to attend the compulsory training day on: **Thursday 5th September 2019 between 10.00am-5.00pm - actual times will be confirmed on appointment of role.**

The Union of Students' is an equal opportunities employer and 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.

We 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 consider flexible working arrangements and champion equal opportunities, equality and dignity in the workplace.

JOB DESCRIPTION

Main Purpose of Role:

The main purpose of the role is to provide high quality customer care and service to ensure that all customers are served food and beverages efficiently and in a timely manner. To uphold and maintain the cleanliness of all Union Venues and complete all routine organisational checks and paperwork as required.

Operational Management

- Close and open Union venues
- To serve customers efficiently and effectively in accordance with the standards of the Union of Students Customer Service Policies.
- To ensure that no activity takes place on the premises that may result in the suspension or loss of the venue's license.
- To ensure that any monies taken from the customers are correctly accounted for and any change given is of the correct amount.
- To ensure Union venues are kept fully stocked at all times during the day or evening shifts.
- To ensure that venues are kept clean and tidy, to uphold our environmental health 5 star award and to help improve on it.

Key Tasks

- To assist the Venues Management and Team Leaders in the opening and closing of venues as required.
- To serve high quality food and drink in a timely manner and deliver the high standards of customer service and care in accordance with the Students' Union Customer Service Policies.
- To be polite to customers and present a positive image of the Union at all times.
- To ensure that the staff dress code is adhered to.
- To clean the venues to and high standard as trained and complete relevant paperwork.
- To carry out stock rotation duties and pest checks as required and complete relevant paperwork.
- Ensuring that the venue stays licensed by adhering to laws and working at all times within relevant legislation as well as structures, policies and procedures.
- To ensure that no activity takes place on the premises that may result in the suspension or loss of the venue license.
- To carry out all cash handling duties securely as trained and with care ensuring that all money taken from the customers are correctly accounted for and any change given is of the correct amount.
- To ensure all hours worked are recorded accurately on the correct timesheet.
- To work in a team being adaptable and flexible, working with colleagues to produce the standards required and to cover other team members as necessary.
- To work co-operatively with other Union staff and Officers, as well as relevant external organisations.
- To adhere to the highest standards, especially of customer service and safety.
- To seek to continually develop and improve Union facilities and services.
- To perform any other additional reasonable duties as deemed appropriate.
- Attend team meetings.
- To work and assist in the preparation for any key events and private venue bookings.
- To work at the key events each year; for example Fresher's Fair and Elections.

- To attend and complete all annual Venue training such as the Health & Safety and Food Hygiene course which allow you to carry out the role of Venue Assistant.

General:

The principle role and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.

All employees are expected to work within the ethos of the Union and strive to achieve the following:

1. To work at all times within relevant legislation as well as structures, policies and procedures.
2. To work co-operatively with other Union staff and officers, as well as relevant external organisations.
3. To adhere to the highest standards, especially of customer service and safety.
4. To seek to continually develop and improve our facilities and services.
5. To undertake necessary training and to attend all meetings as requested.
6. To promote a positive and professional image of the Union to its members, customers, stakeholders and other external people.
7. To positively contribute to the organisations ethical & environmental ethos.
8. To perform any other additional reasonable duties as deemed appropriate.

The principle roles and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.

Staff are required to have a Personal Development plan and to participate in training, meetings or conference considered relevant to their job. Staff must carry out their duties with full regard to the rules policies and procedures and conditions of service contained in the staff information guide.

A condition of the employment is that all staff are expected to assist in key events throughout the year e.g. Freshers Fair, Student Balls and any other key events, including elections if necessary. Staff are expected to portray a positive image both internally and externally of the Union by displaying standards of service integrity, punctuality, politeness and professionalism.

PERSON SPECIFICATION FOR PART TIME STUDENT VENUES ASSISTANT:

CRITERIA	Requirement	Application	Interview Day
REQUIREMENTS:			
Studying at Derby University	Essential	✓	
Be available for an immediate start following a successful interview	Essential	✓	✓
Be available to work all hours form early mornings to late nights	Essential	✓	✓
EXPERIENCE:			✓

Of handling Cash	Desirable	✓	✓
Of giving excellent levels of customer service	Desirable	✓	✓
Of working in a similar environment	Desirable	✓	✓
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 our members, staff and promoters	Essential	✓	✓
Ability to work in a fast paced environment	Essential	✓	✓
Able to overcome problems in a constructive manner	Essential	✓	✓
Excellent timekeeping	Essential	✓	✓
Presentable at all times	Essential	✓	✓
VALUES AND ETHICS			
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		✓