



## JOB DESCRIPTION

|                                          |                                                                                                                                                                                                |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job title</b>                         | Bar Assistant                                                                                                                                                                                  |
| <b>Salary range</b>                      | £12.71                                                                                                                                                                                         |
| <b>Department</b>                        | Commercial                                                                                                                                                                                     |
| <b>Working pattern (hours/weeks etc)</b> | Zero-hour contract                                                                                                                                                                             |
| <b>Responsible to</b>                    | Shift Leaders, Venue Supervisors                                                                                                                                                               |
| <b>Supervisory responsibility</b>        | N/A                                                                                                                                                                                            |
| <b>Job purpose</b>                       | To assist in the efficient running of the bars within the Students' Union by dispensing drinks, assisting in the setting up and close down of events and providing exemplary customer service. |

### Main duties and responsibilities

|   |                                                                                                                                                                                          |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Engages in sustainable practices while in the workplace – accepts and follows sustainable office policies and procedures.                                                                |
| 2 | To sell other drinks and food to customers in accordance with the standards and procedures provided. Ensure that licensing laws are followed at all times.                               |
| 3 | To dispense drinks to the standard specified, using the correct equipment and items and to always abide by the perfect serve and relevant brand/venue standards.                         |
| 4 | To always provide excellent customer service regardless of levels of trade, time of day or other factors.                                                                                |
| 5 | Maintain a clean and safe environment throughout the venue and always maintain food hygiene standards and in accordance with training and procedures provided.                           |
| 6 | To maintain standards of cleanliness and hygiene for all working and customer areas including emptying waste and the collecting food service items and consumables such as plastics etc. |

|   |                                                                                                                                                                                                                                                           |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7 | To use the electronic till following set procedures always ensuring integrity of cash and stock.                                                                                                                                                          |
| 8 | To maintain personal standards such as uniform and equipment which you must, where applicable, wear always whilst on duty, the uniform specified/supplied by the organisation. Always make sure that the uniform is worn correctly and is clean and tidy. |

### **Secondary and other duties**

|   |                                                                                                                                                                                                                              |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Tries new and sustainable practices: whenever possible, employee tries to reduce the negative environmental impact of their work – especially their waste and greenhouse gas emissions.                                      |
| 2 | To maintain accurate timekeeping and communications. You will be responsible for familiarising yourself with daily shift requirements, displayed on weekly rotas, and will be expected to report for work on or before time. |
| 3 | To always maintain customer awareness and relay any problems to a senior member of staff                                                                                                                                     |
| 4 | To be knowledgeable of our product offering and be able to provide suitable recommendations to customers.                                                                                                                    |

### **Conduct and Attitude**

The Union expects that the post holder will undertake their duties in a manner conducive to creating a pleasant and positive working environment, role modelling appropriate standards of behaviour and etiquette between themselves and beneficiaries, stakeholders, customers and colleagues. The post-holder will have the ability to deliver and receive constructive feedback, fostering an environment of continuous improvement and development.

### **Standards**

At all times, the post holder will;

- Portray a positive image of NTSU, both professionally and personally.
- Actively support good sustainability practices in line with the organisation's ethical and environmental policies.
- Promote and share our commitment to a culture of equity, diversity, and inclusion, being empowered to report any concerns in line with the relevant NTSU procedures.
- Uphold the values of NTSU, demonstrating high standards of integrity, accountability, respect for others, courtesy and professionalism.
- Have a flexible approach and be willing to support colleagues in their department and the wider NTSU team.
- Undertake any reasonable task that helps NTSU achieve its objectives, given their role and position in NTSU.

### **Miscellaneous**

- This job description reflects the immediate requirements and objectives of this post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities.
- NTSU will periodically examine job descriptions/person specifications to ensure they accurately reflect each role.
- Following consultation with the post holder, this specification is subject to alteration to account for any substantive change in duties and or level of responsibility.

## EMPLOYEE SPECIFICATION

|                       |                                   |
|-----------------------|-----------------------------------|
| <b>Job title</b>      | Bar Assistant                     |
| <b>Department</b>     | Commercial                        |
| <b>Responsible to</b> | Shift Leaders, Venue Supervisors. |

| <b>Criteria</b> | <b>Essential</b>                                      | <b>Desirable</b>                               |
|-----------------|-------------------------------------------------------|------------------------------------------------|
| Experience      | Ability to work in fast paced environment             | Familiarity with sustainable office practices. |
|                 | Schedule Flexibility, ability to work Saturday nights | Customer service experience.                   |
|                 | Ability to work in a team                             | Bartending/Front of House experience.          |
|                 |                                                       | Familiarity with licensing laws.               |
| Skills          | Approachable                                          |                                                |
|                 | Interpersonal and communication skills                |                                                |
|                 | Organised                                             |                                                |
|                 | Friendly                                              |                                                |
|                 | Hard working                                          |                                                |
|                 | Reliable                                              |                                                |