



## JOB DESCRIPTION

<b>Job title</b>	Bar Assistant
<b>Salary range</b>	£10.42 per hour
<b>Department</b>	Trading
<b>Working pattern (hours/weeks etc)</b>	Zero hours
<b>Responsible to</b>	Venue Supervisor
<b>Supervisory responsibility</b>	N/A
<b>Job purpose</b>	To assist in the efficient running of the Student Union Bars by dispensing drinks, promoting the business and upholding Licensing laws whilst maintaining excellent customer service

### Main duties and responsibilities

1	To dispense drinks to customers to the standard specified and to abide by the liquor licensing laws at all times
2	To prepare the bar for service and maintain standards throughout the hours of service, making proper use of the bar equipment and provisions
3	To maintain standards of cleanliness and hygiene for all working and public areas in accordance with employers standards. Duties will include glass collection, emptying bins and other such duties that will help to ensure the safety of our customers
4	To use the electronic till following set procedures ensuring integrity of cash and stock at all times
5	Verify tickets & ID cards plus monitor the signing in of guests
6	To regularly inspect washroom areas and clear as necessary
7	To maintain personal standards such as uniform and equipment. The uniform provided / specified must be worn correctly at all times whilst on duty. The uniform must be clean and tidy.

8	To maintain customer awareness at all times and relay and problems to a line manager or other senior member of staff promptly.
9	Engages in sustainable practices while in the workplace – accepts and follows sustainable office policies and procedures.

### **Secondary and other duties**

1	Occasional cellar work where the post holder is expected to wear any provided PPE and to keep the cellar and stock areas in a safe and clean state at all times.
2	To monitor entrances and exits, ensuring they are kept clear at all times.
3	Working evenings, weekends and end of term events.
4	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.

### **Standards**

- The post holder will, at all times both professionally and personally, portray a positive image of NTSU
- The post holder will at all times uphold the values of NTSU and thereby demonstrate high standards of integrity, accountability, respect for others, courtesy and professionalism
- The post holder will be expected to be flexible and willing to support colleagues, both in their own team and in NTSU more widely. They will be expected to undertake any task which helps NTSU achieve its objectives that may be reasonably asked of them, given their role and position in NTSU
- The post holder will be expected to actively support good practice in energy efficiency, waste reduction, recycling and champion the organisation's ethical and environmental policies

### **Miscellaneous**

- The definition and examples of work included above are not exhaustive – they are illustrative and for guidance only. A particular post holder with this job title may not perform all duties detailed in this job description. Conversely, not all the duties performed will be listed on this document.
- It is the practice of NTSU to periodically examine employees' job descriptions and update them to ensure they relate to the job as then being performed. This will be done with the Senior Manager in consultation with the employee.

## EMPLOYEE SPECIFICATION

<b>Job title</b>	Bar Assistant
<b>Department</b>	Trading
<b>Responsible to</b>	Venue Supervisor

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
Experience	Working in a team to achieve a goal	Dispensing liquor
		Using an electronic till
		Cash handling
		Stock control / rotation
		In a customer service environment
		Familiarity with sustainable office practices
Skills	Able to work under pressure	
	Able to work on own initiative	
	Numeracy skills	
	Reliable	
	Flexible	
Knowledge	Of what great customer service looks like	Licencing laws
	Of basic health and safety in practice	Licensed trade procedures & practices
		Of students union operations
		Understands what can be recycled on campus, and how to recycle it properly.