

Job Description

Post:	Student Bar Staff
Grade:	£6.50 plus holiday pay
Hours:	Various shifts
Responsible to:	Bars Manager
Responsible for:	None
Accountable to:	The democratic decision-making processes of the organisation, in line with the Constitution.

Post Holder	Various	JD last reviewed	February 2014
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Purpose of Post:

- To provide and maintain a high standard of service to members and customers.
- To work within all Health and Safety provisions for patrons and employees.
- To have sound knowledge of dispensing alcoholic and non-alcoholic beverages within the licensing law.
- To help and maintain a good social atmosphere by remaining smart, clean, polite and cheerful at all times, thus stimulating good staff/customer relations.

Duties and Responsibilities:

- To keep strictly to the bar opening times in accordance with those agreed under licensing law.
- To refuse to serve alcoholic beverages to any persons under the age of 18.
- To refuse to sell alcoholic beverages to any person appearing to be excessively inebriated, any doubts being reported to a full time member of staff.
- To obey all regulations regarding the legal provision of alcohol to members and their guests, and obeying all Union and University policy with respect to all unacceptable behaviour.
- To ensure that the service area is maintained in terms of cleanliness, presentation and health and safety, and that the safety of customers is assured.

- To ensure that all stock used over the course of the trading day is replaced in the fridges, adhering to stock rotation practices and any breakages or shortfalls are reported to a full time member of staff.
- To ensure that the building is cleared of glasses and bottles at regular intervals.
- To carry out accurate till transactions, and handle money in an honest fashion, reporting any discrepancies to a full time member of staff.
- To ensure that all beers, wines, spirits, soft drinks and snacks are kept and served in good palatable condition and are available for sale, and that they are served in a friendly and efficient manner.
- To ensure the bar areas and building are cleaned at the end of trading and that all rubbish, empty bottles, etc. are disposed of correctly and safely.
- To report any breakages or spillages outside the bar area to a member of the cleaning staff.
- To ensure Union policies on discrimination are followed and any breaches of these policies are reported to a full time member of staff.
- To work to give the best service to members and the Union and to promote the Union's best commercial interests at all times.
- To undertake any other reasonable duties connected with the overall running of the bars at the request of the Bar Manager or a Senior Manager

General:

- To understand and uphold the Vision, Mission and Values of the organisation and ensure that these guide and inform the work and conduct of the post holder. UPSU has a democratic decision-making process and the post holder must always respect this when carrying out his/her duties.
- To be knowledgeable of the UPSU Constitution, as it applies to this post, including any legal requirements.
- To work in accordance with all UPSU policies and procedures, including Health and Safety, Staffing Protocols, Financial Procedures and the UPSU Equal Opportunities Policy.
- To work in accordance with UPSU's Environmental Policy and to make a commitment to improving UPSU's environmental impact by means of energy saving and recycling in the workplace.
- To undertake duties from time to time as requested by the Union Management that may be reasonably considered within the scope of the post.
- To attend from time to time, as required, meetings as necessary to meet the requirements of the post.
- To attend all Staff Development Days and training as required. Flexibility in working hours may be required to accommodate this.
- To be flexible and adaptable in a changing environment, the role holder may be assigned to other areas of the Students' Union to meet the needs of the service. This will in turn provide development opportunities in which to broaden experience.

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Person Specification

Bar Staff			
Criteria	Essential	Desirable	Assessment
Education	1. Must be a current PU student		Application Form
Experience		1. Have previous experience in a customer facing role	Application Form
Knowledge		2. Knowledge of health and safety 3. Knowledge of UPSU policies and procedures in relation to the	Interview
Skills	2. Demonstrate good interpersonal skills. 3. Demonstrate effective and accurate numerical skills. 4. Demonstrate excellent customer service skills. 5. Demonstrate excellent verbal and written communication.		Interview
Personal qualities	6. Be able to follow regulations in relation to Licensing law and UPSU policy.	4. Be able to work as part of a team. 5. Be able to work using own initiative. 6. Able to work under pressure. 7. Approachable. 8. Organised.	Interview
Availability	7. Willing and able to work unsociable hours. 8. Must be over 18 years old.		Application Form