

JOB DESCRIPTION
Bars & Catering Assistant - Venues (Foundry & Fusion)

DEPARTMENT: Social Enterprise: Bars

DEPT PURPOSE:

REPORTING TO: Richard Jourdain

PURPOSE OF ROLE: To provide excellent customer service, uphold high operational standards and support the running of bar operations safely during club nights, live gigs and events in the Students' Union's Foundry outlet.

KEY RESPONSIBILITIES	
Opening	Opening the bar, preparing stock and completing set up checklists
Customer Service	Serving customers efficiently with a friendly and professional attitude
Till Operation	Using tills and handling transactions accurately
Compliance with Policies & Procedures	Following all policies and procedures especially those related to safety, welfare, and licensing.
Shift Hygiene & Cleanliness	Maintaining cleanliness and hygiene throughout the shift
Closing	Closing the bar and completing all closedown procedures
Clear up	Supporting clear-up of the venue at the end of the night
Workplace Conduct & Culture	Contributing to a safe, respectful and inclusive working environment
Opportunities for Role Variation	Bar staff have the opportunity to work in other key roles within the outlet such as Cloakroom, Box Office, Hygiene & Safety or the Welfare Team.
General	Such other duties as may be reasonably prescribed, appropriate to the grade and responsibilities of this post

PERSON SPECIFICATION

CRITERIA	
EXPERIENCE	
1	No formal experience required. We will provide full induction and training.
2	Previous bar, hospitality or event experience is a plus.
SKILLS	
3	Customer Service: A friendly, sociable and professional attitude with a focus on delivering great customer experience
4	Resilience: The ability to work late nights in a loud, high pressure and fast-paced environment
5	Availability: Flexibility to work key nights (Wednesday, Friday and Saturday) and pick up regular shifts
6	Reliability: Punctual, organised and proactive with availability, communication and performance
7	Initiative: Quick thinking, attention to detail and a willingness to take ownership of tasks.