



**UNIVERSITY OF LINCOLN STUDENTS' UNION
JOB DESCRIPTION**

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| JOB TITLE: Team Member (Bars - The Swan) | DEPARTMENT: Commercial Services |
| LOCATION: Students' Union | REPORTS TO: Swan Manager |
| SALARY: As of 1 st April 2019 Aged 25+: £8.21 per hour plus holiday Aged 21-24: £7.70 per hour plus holiday Aged 18-20: £6.50 per hour plus holiday Zero Hour Contract: Fixed Term | DATE REVIEWED: April 2019 |

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| Context | <p>The Students' Union is an independent body affiliated to the National Union of Students and exists to support students in both their academic and non-academic experiences; whilst working closely with the University and local community.</p> <p>Student leaders are elected by the student body, and supported by the staff's expertise to deliver services and represent student needs; to enhance the experience of all students at the University of Lincoln.</p> |
| Job Purpose | <p>This is customer-focused position involving all areas of bar service, including: serving, food delivery, cash handling and cleaning. Applicants should be:</p> <ul style="list-style-type: none"> • Attentive to the needs of customers • Motivated to work without instruction • Flexible to work around the needs of the business • Friendly and engage with customers to create a good environment • Enthusiastic about the products we sell and willing to expand their knowledge |

KEY RESPONSIBILITIES

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| Key Responsibility 1 |
| <p>Customer Service</p> <p>Provide a high quality, efficient service to customers by making drinks to a consistent standard.</p> <p>Efficiently deliver food to customers and ensure good food safety standards are followed.</p> <p>Ensure customer areas are always tidy and clean to maintain a good atmosphere.</p> <p>Adhere to all aspects of licensing law.</p> |
| Key Responsibility 2 |
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Maintain Standards

Work with other staff to maintain high standards of cleanliness and complete cleaning schedules.

Assist in the opening and closing procedures to allow the bar to operate efficiently.

Provide help to kitchen staff when necessary.

Actively participate in promotional activity to drive sales and attract custom.

In addition, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

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| Scope and Dimensions of The Role | <p>Work in a manner that reflects the values of the organisation as shown in the Union's constitution and strategic plan, and in line with Union policies and procedures.</p> <p>Promote a positive image of the University of Lincoln Students' Union at all times.</p> <p>Keep abreast of relevant national and local developments and attend conferences, training events and meetings as necessary.</p> <p>Maintain confidentiality in respect of all areas of the job responsibilities and be aware of current policy relating to the Data Protection Legislation.</p> <p>Engage in appropriate training programmes as identified by your line manager.</p> <p>Participate in the staff performance and development review scheme.</p> <p>Actively follow and promote Union policies.</p> <p>Some attendance at meetings outside normal office hours may be required.</p> <p>Maintain confidentiality in respect of all areas of the job responsibilities, and be aware of current policy in relation to the Data Protection Legislation.</p> <p>To undertake such other additional duties as may be required from time to time, within the overall scope of the appointment as directed by the Senior Management Team or Duty Manager.</p> |
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| Key Working Relationships | <p>Bar Manager</p> <p>Executive Officer Team</p> <p>The Swan Management Team</p> <p>Students' Union Senior Management Team</p> <p>Students' Union Staff Team</p> |
| External Contacts | <p>Students</p> <p>General Public</p> <p>University Staff</p> |

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| Author | D Marsden | Date Published | April 2019 |
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**UNIVERSITY OF LINCOLN STUDENTS' UNION
PERSON SPECIFICATION**

Job Title: Team Members (Bars)

| <i>Selection Criteria</i> | Essential (E) or Desirable (D) | Where Evidenced Application (A), Interview (I), Presentation (P); References (R) |
|---|--------------------------------|--|
| Qualifications: Working towards a degree or higher qualification at the University of Lincoln | E | A |
| Personal License | D | A |
| Food Hygiene Training | D | A |
| Experience: Bar experience | D | A / I |
| Waiting experience | D | A / I |
| Customer Service experience | E | A / I |
| Cash Handling experience | E | A / I |
| Skills and Knowledge: Ability to learn new processes and procedures quickly | E | A / I |
| Knowledge of sector products | E | A / I |
| Knowledge of the Students Union's services | E | A / I |
| Competencies & Personal Attributes: Able to work within a busy environment | E | A / I |
| Able to work as part of a team and under own initiative | E | A / I |
| Ability to engage with customers | E | A / I |
| Ability to multi-task | E | A / I |
| Business Requirements: A flexible approach to work- able to work days and nights. | E | A / I |
| University of Lincoln Student during 2019/20 academic year | E | A |

Essential Requirements are those, without which, a candidate would not be able to do the job. Desirable Requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.