



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

JOB TITLE: Venue Team Members	DEPARTMENT: Commercial Services
LOCATION: Engine Shed and Tower Bars	REPORTS TO: Venue Manager
SALARY: Aged 25+: £7.83 per hour plus holiday Aged 21-24: £7.38 per hour plus holiday Aged 18-20: £6.50 per hour plus holiday Zero hour, fixed term contract	DATE: April 2018

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 a customer-focused position involving all areas of bar service and entertainment including: serving, food delivery, cash handling, box office duties, customer service and cleaning.</p>

KEY RESPONSIBILITIES

<i>Key Responsibility 1</i>
<p>Customer Service</p> <p>Provide a high quality, efficient service to customers by making drinks to a consistent standard within the bounds of the licensing laws and adhere to all aspects of licensing law.</p> <p>To provide Front of House Staffing to the Engine Shed and Tower Bars, covering both Bars, food service, Box Office, Cloakroom and Glass Collecting.</p> <p>To deliver services in accordance with the Staff Handbook, and instruction and guidance of the Commercial Services management team.</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>To record all refusals at the bar in line with current policies and procedures.</p> <p>Handle Cash and input into tills with accuracy.</p>

Key Responsibility 2

Box Office and Events support

To support the Cloakroom and box office support for events, ensuring that policies and procedures are adhered to.

To assist the Venue Manager, Duty Manager or Events and Marketing department with the set-up and pack down of specific events, as requested.

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

Key Responsibility 3

Maintain Standards within the Engine Shed and Tower Bars

To Work within the rules laid out at induction regarding shift allocation and fulfilment, as laid out in the Staff Handbook and by the management team.

Follow Venue procedures and instructions as laid out in the Staff Handbook, training and under instruction of the Management Team.

To follow procedure regards stock and cash.

Operation of the Fire Panel, as per training.

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.

Collect Glass's and rubbish from around the venue to ensure that the floor is kept clear at all times.

To Work within the rules laid out at induction regarding shift allocation and fulfilment, as laid out in the Staff Handbook and by the management team.

To adhere to Licensing laws, procedures and instructions relating to fire and accidents, Hygiene and Health and Safety Regulations and all aspects of consumer law.

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

ADDITIONAL INFORMATION

Scope and Dimensions of The Role	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. Promote a positive image of the University of Lincoln Students' Union at all times. Keep abreast of relevant national and local developments and attend conferences, training events and meetings as necessary. Maintain confidentiality in respect of all areas of the job responsibilities and be aware of current policy relating to the Data Protection Act 1998. Engage in appropriate training programmes as identified by your line manager. Participate in the staff performance and development review scheme. Actively follow and promote Union policies. Some attendance at meetings outside normal office hours may be required. Maintain confidentiality in respect of all areas of the job responsibilities, and be aware of
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	current policy in relation to the Data Protection Act 1998. 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.
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Key Working Relationships	Venue Manager Head of Commercial Operations Head of Events and Marketing Commercial Services Management Students' Union Senior Management Team Executive Officers Students' Union Staff Team
External Contacts	General Public University Staff

Author	H Coleman	Date Published	April 2018
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**UNIVERSITY OF LINCOLN STUDENTS' UNION
PERSON SPECIFICATION**

Job Title: Team Members (Venue)

<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.	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
Experience of working in a busy environment	D	A / I
An understanding of the particularities of working within a democratic organisation.		
Skills and Knowledge: Ability to learn new processes and procedures quickly	E	A / I
Knowledge of sector products	E	A / I

High standards of cleanliness and hygiene	E	A / I
Able to manage own workload, time and priorities	D	A / I
Competencies & Personal Attributes: Commitment to the delivery of high standards of service.	E	A / I
Able to work as part of a team and under own initiative	E	A / I
Understands the importance of presentation	E	A / I
Ability to multi-task	E	A / I
Understanding of, and commitment to, Equal Opportunities within the workplace.	E	A / I
Ability to engage with customers	E	A / I
Business Requirements: University of Lincoln Student during 2018/19 academic year May be required to work nights, evenings and weekends	E E	A A / I

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.