

**Job Description**

***Front of House Full Time Supervisor (Chelmsford)***

**Vision**

Students creating success together.

**Mission**

A Union with a personal connection to all students; we recognise individual aspirations for success and support students to collaborate and realise their ambitions.

**Our values are:**

**Inclusive**

We champion equality, diversity and accessibility. We respect the needs of the individual and the wider student community.

**Honest**

We think ahead, deliver on our promises and act honestly. We share our hopes, challenges and successes widely and effectively.

**Collaborative**

We always seek to work in partnership with our stakeholders to help us realise our shared ambitions.

**Determined**

We know what is important to ARU students and are driven to achieve the best possible outcomes for them

**Responsible for:** Part Time Student Staff

**Reporting to:** Chef and Outlet Manager (Chelmsford)

**Functional Relationships:** Commercial team, Student Activities team, Communications team, Executive Officers, University departments including Estates & Facilities, Security and Catering Services, Marketing Department, NUS Services and Suppliers. External stakeholders including external security, suppliers and local residents.

**Section:** Services

**Any Other Relevant Information**

Salary £17,499.77

Hours of Work 35 Hours per week, the majority of the hours will be between day time Monday – Friday, however, flexibility will be required including some unsocial hours and the occasional weekend. Hours will be annualised. It is likely that additional hours may be required to work during term time but released back in quieter periods with prior agreement from the line manager.

Work Base: Chelmsford. Please note that the post-holder may be required to work at other University and 3rd party sites as necessary.

Contract: Fixed term for 6 months with the option to extend for a further 6 months

The Students’ Union is fully committed to its policies and procedures on Equality, Diversity and Inclusion

**Purpose of Job:** To assist the Chef and Outlet Manager in managing the venue at Anglia Ruskin Students' Union on the Chelmsford Campus at an operational level, to increase revenue and profitability and ensure the delivery of high quality services to members. To support the operations of the department to deliver appropriate services. The post holder will assist the Union in meeting its objectives.

**Job Role:**

* Responsible for the Front of House operational supervision of the bar and venue.
* Make and prepare drinks to order
* Maintain clean and tidy presentation of the bars and venue at all times
* Keep appropriate levels of stock in the bar and self-serve areas
* Responsible for staff within the bar and venue operation whilst on duty.
* Ensure that licensing objectives and internal policies and procedures are adhered to at all times.
* Ensure that events run smoothly to maximise customer satisfaction.
* Ensure that the Union’s health and safety policy and appropriate health and safety legislation are adhered to at all times and provide supervision for all bars and venue staff.
* Be able to become a personal licence holder

**People**

* Motivate and develop the student staff team, focusing on effective supervision.
* Be able to effectively resolve staff / customer issues in accordance with Union policies and guidelines
* Participate in the induction and training of the student staff team.
* Adhere to all Union personnel policies and procedures.
* Maintain a record of student staff training as required.

**Finance**

* Collate sales and expenditure data.
* Responsible for the handling of cash within the operation.
* Assist the line manager in weekly administrative tasks regarding stock control, financial systems and reporting.
* Manage stock in accordance with Union policies and procedures and as instructed by your line manager. Maintaining safe and effective stock rooms

**General**

* Maintain an up-to-date knowledge of industry trends and best practice.
* Undertake other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested and deemed appropriate by your line manager.
* Provide cover for other outlets as required.
* Report all maintenance issues to line manager in a timely manner.

**Other**

* Carry out all duties and responsibilities in accordance with Anglia Ruskin Students’ Union Equal Opportunities, Diversity and Inclusion Policy and Student/Staff Protocol.
* Actively promote exceptional customer service, taking a proactive approach at all times.
* Attend and contribute to team meetings, Students’ Union meetings, and other meetings as directed.

1. Support the Students’ Union’s environmental policy.

* Carry out any other duties or projects as may be assigned to the post-holder by the Students’ Union and which are reasonably consistent with the position.

The Students’ Union expects all staff to participate in any training programme, meeting or conference considered relevant to your job. The Students’ Union expects all staff to participate in, and take ownership of, their Induction, Personal Development Review, Departmental Staff Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students’ Union.

A condition of employment is that all staff are expected to assist in key events throughout the year e.g., Fresher’s Fair, Elections, Open Days and any other key events. Staff are expected to portray a positive image, both internally and externally of the Students’ Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.



**Person Specification: *Front of House Full Time Supervisor (Chelmsford)***

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| --- | --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** | **How Identified** |
| **Education/Qualifications** |  |  |  |
| Either hold a Personal Licence or willingness to become a PL holder |  | 🗸 | E |
| Minimum G.C.S.E. or Level 2 equivalent English and Maths | 🗸 |  | E |
| Degree |  | 🗸 | E |
| First Aid Certificate |  | 🗸 |  |
| **Knowledge & Experience** |  |  |  |
| Minimum of 1 year continuous employment within a customer focused hospitality environment | 🗸 |  | A/I |
| Experience in staff supervision | 🗸 |  | A/I |
| Working with minimal supervision | 🗸 |  | A/I |
| Practical knowledge of Health & Safety law relating to licensed premises and the hospitality industry |  | 🗸 | A |
| **Skills & Abilities** |  |  |  |
| Computer literacy and keyboard skills (Microsoft Office) |  | 🗸 | A |
| Ability to train staff |  | 🗸 | A/I |
| Excellent communication skills both written and oral | 🗸 |  | A/I |
| Proven organisational skills | 🗸 |  | A/I |
| Multi-tasking to tight deadlines | 🗸 |  | A |
| **Personal Qualities** |  |  |  |
| Patience, enthusiasm, ability to motivate others | 🗸 |  | I |
| Commitment to working in a democratic environment | 🗸 |  | A |
| Flexible and adaptable approach to work and working hours | 🗸 |  | I |
| Customer focused with the ability to work with a range of people | 🗸 |  | A/I |
| Team based approach to work | 🗸 |  | I |
| Enthusiastic and positive approach to work | 🗸 |  | I |
| Honest/ Trustworthy in a cash environment | 🗸 |  | A/I |
| **Other** |  |  |  |
| Understanding of and commitment to the principles of equal opportunities | 🗸 |  | A/I |
| A desire for self-development and willingness to engage in training opportunities | 🗸 |  | A/I |
| Ability to travel independently to other locations when required |  | 🗸 | A/I |
| Full Driving Licence |  | 🗸 | A/I |
| E: Evidence, A: Application Form, I: Interview T: Testing Methods | | | |