

Job Description Café Assistant

Vision

Our vision is to make a difference to every student.

Mission

It's our mission for every student to discover new things, build friendships and love your time at ARU.

Values

We are:

Inclusive We will champion the diversity of our students and their communities.

Challenging We push ourselves, the University and students to think and do things differently.

Sustainable We will champion wellbeing, equality and justice; make ethical decisions and help to grow a cleaner, fairer planet.

Collaborative We are better when we work together.

Creative We think outside the box, learn from mistakes and use our imagination.

Section: Commercial Services

Reporting to: Cambridge Outlet Manager

Salary Grade: £9.90 per hour

Work Base: Cambridge

Hours of Work: Flexible and minimum commitment zero hours

Purpose of job:

To assist the Students' Union in providing excellent food, drinks, great customer service and creating a friendly, welcoming environment at all times.

Job role:

Outlet Assistant Activities

- Preparing and cooking basic menu items to order, such as paninis and baps
- Preparing and making drinks to order, such as hot drinks.
- To record, store and process received deliveries.
- To adhere to Food Safety and Hygiene Laws and practices at all times.

- Responsible for cash handling, debit/credit card transactions and tills throughout your shift
- To assist in monthly stocktakes counting and recording the stock within the cafes
- To help promote and advertise the cafes and events available to students of ARU
- To help keep the outlet clean and presentable at all times, including the use of external venues
- To report any maintenance issues, or health and hygiene concerns to line management as soon as possible
- Providing outstanding customer service at all times and promoting the values of the Students' Union
- To help create a friendly atmosphere within the Students' Union space
- To create a welcoming environment for all at ARU
- To promote inclusivity, be respectful of diversity and to promote equal opportunities.

Other:

- 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. These may take place throughout the year.
- Support the Students' Union's environmental policy.
- Whilst the outlet will predominantly be open week days during the day time, this role may require working during evenings and weekends.

You will develop these skills in this role:

- Team work
- Interpersonal skills
- Customer service
- Verbal and non-verbal communication
- Problem solving
- Decision making
- Cash handling and till operation

Benefits of the role:

- Living Wage Accredited hourly pay
- Uniform provided
- Flexible working hours
- Fixed term role that may lead to further employment opportunities within the Students' Union
- Great networking opportunities, meeting new people and making new friends
- Training opportunities

Successful candidates will demonstrate the Union's core values, striving to deliver exceptional customer experiences.

The Students' Union expects all staff to participate in any training program 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.