

Job Description

Section:	Commercial Services
Reporting to:	92 Bar and Café Manager
Salary grade:	£12.60 per hour
Hours of work:	Flexible and minimum commitment zero hours
Work base:	Chelmsford

Purpose of job

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

Job Role and Responsibilities

- Assisting the 92 Bar and Café Manager
- Preparing and cooking basic menu items to order e.g paninis
- Making drinks to order including barista style drinks and milkshakes
- To adhere to Food Safety and Hygiene Laws and practices at all times
- Responsible for cash handling and tills throughout your shift
- To help promote and advertise the events available to students of ARU
- To uphold licensing objectives at all times throughout the venue
- To help keep the kitchen and venue 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 Student Union space
- To create a welcoming environment for all at Anglia Ruskin University
- 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 weekdays during the daytime, you may occasionally be offered additional shifts during evenings and weekends.

You will develop these skills in this role:

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

Benefits of the role:

- 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. The Students' Union is fully committed to its policies and procedures on Equality and Diversity.

A condition of employment is that all staff are expected to assist in key events throughout the year e.g., Welcome 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.

Please note, that all employees are subject to pre-employment checks including a Disclosure and Barring Service check if required for the role. Please note, it is an offence to apply for this position if barred from engaging in regulated activity relevant to children.