

## JOB DESCRIPTION

<b>Job Title:</b>	Venue Bar Staff
<b>Salary:</b>	£12.21 (will rise to £12.71 from April 1 <sup>st</sup> , 2026, in line with national living wage)
<b>Location:</b>	Based on College Lane Campus
<b>Hours:</b>	Up to 20 hours per week (Zero Hours Contract). Ranging from day shifts to late night working (95% of shifts are night shift work).

### **Vision:**

Our vision at Hertfordshire Students' Union is to help students love Herts.

### **Values:**

We are a truly valued organisation. As such, our Student Trustees must demonstrate our everyday values of being Helpful, Empowering, Representative, Transparent and Student-Focused whilst ensuring the Hertfordshire Students' Union is truly representative of students. We encourage our team to have fun at work while never losing sight of our vision.

### **Service Excellence:**

We go above and beyond for our students and each other – we're committed to providing excellent service across the board, and we support each other to prioritize this every day.

### **Equal Opportunities:**

We encourage applications from students with a diversity of backgrounds and experiences to reflect the current student population. We welcome all applications regardless of a persons' race, sex, disability, religion/beliefs, sexual orientation or age.

### **Main Purpose of Job:**

To serve customers and generally assist in the running of our venues. You will report to the Head of Operations, Operations Manager, Duty Managers, Student Managers, and Team Leaders.

### **Main duties and responsibilities:**

- To serve customers in a friendly manner, showing high standards of customer care at all times
- To operate tills (handle cash), taking cash/card and giving change in line with procedures set.
- To work on shift as bar staff, cloakroom staff, door entry staff or cleaning staff
- To observe and work within health, safety, hygiene and licensing regulations pertaining to the operation of the venues
- To always work safely and to report any potential hazards to management
- To assist in the movement of equipment and furniture, store stocks, and equipment.
- To be flexible in approach to work and undertake other duties as and when required
- To attend training events as required
- To maintain an awareness of operating rules and procedures and always observe them

Please note this job requires you to work in a venue that serves alcohol, and will be required to serve alcohol as part of your role

## Expected Standards:

- As the post holder will have considerable contact with customers, you will need to act in a polite, courteous and helpful manner. At all times you will be concerned with ensuring that customers are satisfied with the service received.
- The post holder, when working at events with public and private attendees, will provide excellent levels of customer service and professionalism.
- The post holder will present themselves for work being clean and tidy, wearing any stipulated uniform cleaned and ironed.
- The post holder will always display the highest standards of integrity.
- The post-holder will observe high standards of punctuality.
- The post holder will not consume alcohol or illegal substances whilst on duty or arrive on duty under the influence of either.
- The post office will have a flexible approach to the hours and days worked.
- To be aware of the department's impact on the environment and to work within the environmental policies of the Union and the University (where applicable).

## PERSON SPECIFICATION

Venue Staff Selection Criteria	Requirements
Education/Qualifications/Training	Basic numerical skills
English Speaking	Ability to speak and understand English to a good standard
Knowledge	Able to demonstrate and understand customer service
Experience	Previous venue or bar experience
Skills	Customer service, patience
Special Requirements	Flexible approach to working hours
Other	Smart, clean and tidy appearance. Projects a friendly, happy helpful nature

This job description is intended as a guide to the duties required and is not exhaustive.

**THIS JOB REQUIRES YOU TO WORK IN A VENUE THAT SERVES ALCOHOL AND YOU WILL BE REQUIRED TO SERVE ALCOHOL AS PART OF THIS ROLE.**