

JOB DESCRIPTION

Job Title:	Forum Venue Staff
Salary:	£12.21 an hour
Location:	Based on College Lane Campus
Hours:	Up to 20 hours per week (minimum Hours Contract). Ranging from day shifts to late night working (95% of shifts are nightshift work) .

Vision:

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

Values:

We are a truly value-led 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 prioritise 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 the Team Leaders.

Main duties and responsibilities:

- To provide great customer service by serving guests in a friendly professional manner.
- To operate tills, handling cash/card payments accurately and responsibly with procedures set.
- To handle cash, stocks and equipment in a secure manner
- Work flexibly across different roles such as bar staff, cloakroom staff, door entry staff or cleaning staff.
- Observe and work within health, safety, hygiene and licensing regulations pertaining to the operation of the venues
- Always work safely and report any potential hazards to management
- Assist with setting up, moving and packing away furniture as needed.
- To attend training events as required
- Follow venue policies, procedures to help ensure smooth and safe

operations.

Expected Standards:

- Provide excellent customer service – be polite, approachable and professional always. The post holder will be concerned with ensuring that customers are satisfied with the service received.
- Represent the Students' Union positively and ensure guests have great experience.
- Arrive for work on time, dressed neatly and in the correct uniform.
- Always act with honesty and integrity, especially when handling money or alcohol.
- Do not consume alcohol or any illegal substance while on duty or attend work under the influence of either.
- Be flexible with working hours – shifts may include evenings, late nights and weekends.
- 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 WILL BE REQUIRED TO SERVE ALCOHOL AS PART OF THIS ROLE.

IF YOU HAVE APPLIED IN THE LAST 6 MONTHS, PLEASE DO NOT RE-APPLY AS YOUR APPLICATION WILL NOT BE CONSIDERED.