

## JOB DESCRIPTION

<b>Job Title:</b>	Venue Staff
<b>Salary:</b>	£9.18 per hour. Over 23, £9.50 per hour.
<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

### **Vision:**

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

### **Values:**

We are a truly values-led organisation. As such, our Student Trustees must demonstrate our everyday values of being Helpful, Empowering, Representative, Transparent and Student-Focused whilst ensuring 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 into the Head of Operations, Operations Manager, Duty Managers, Student Managers and the Team Leaders.

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

- To serve customers in a polite and friendly manner, showing high standards of customer care at all times
- To operate tills, taking cash/card and giving change in line with procedures set
- To handle cash, stocks and equipment in a secure manner
- 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 work safely at all times and to report any potential hazards on to management
- To assist in the movement of equipment and furniture
- 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 observe them at all times

## Expected Standards:

- As the post holder will have considerable contact with customers, he/she will need to act in a polite, courteous and helpful manner. At all times he/she will be concerned with ensuring that customers are satisfied with the service received.
- The post holder will present himself or herself for work being clean and tidy, wearing any stipulated uniform cleaned and ironed.
- The post holder will display the highest standards of integrity at all times.
- 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 holder 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	Essential/ Desirable
<b>Education/Qualifications/Training</b>	Basic numerical skills	E
<b>English Speaking</b>	Ability to speak and understand English to a good standard	E
<b>Knowledge</b>	Able to demonstrate and understanding of customer service	E
<b>Experience</b>	Previous venue or bar experience	D
<b>Skills</b>	Customer service, patience	E
<b>Special Requirements</b>	Flexible approach to working hours	E
<b>Other</b>	Of high integrity Smart, clean and tidy appearance Projects a friendly, happy helpful nature	E E E

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