

## **VENUE STAFF: JOB DESCRIPTION**

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<b>TITLE:</b>	Venue Staff
<b>RESPONSIBLE TO:</b>	Bar and Venue Manager & Venue Supervisor
<b>CONTRACT:</b>	£12.21ph + pay in lieu of statutory holiday entitlements
<b>HOURS:</b>	0+ (We aim to provide 1 to 2 shifts a week. Shifts range between 3 and 8 hours and you must be available to work a Wednesday club night shift)
<b>PLACE OF WORK:</b>	Winchester Student Union, Sparkford Road, SO22 4NR. Potentially occasional off-site locations.

### **JOB FUNCTION**

The position is assisting in the running of the Student Union bars and events, including serving customers drinks, working the box office, cloakroom operating tills, manual stock movement and cleaning. A high standard of product knowledge and excellent customer service skills are paramount to the position, as well as a good understanding of students as customers, and upholding licensing best practice and law.

### **DUTIES**

**Bars** – Serving customers, preparing orders and keeping customer areas clean and tidy. Stock movement, setting up and closing down the bars.

**Events** – Welcoming guest at box office while redeeming and selling tickets and dealing with customer queries. Safely managing customer belongings at cloakroom.

**Front of House** – Keeping customer areas clean and tidy. Washing glasses, cleaning up spillages.

### **Key Responsibilities:**

1. Selling and redeeming tickets
2. To serve drinks and other products to a high standard, including beer, spirits and cocktails
3. Manual handling of equipment and stock
4. Operating till systems and cash handling, responsibly and in line with procedures
5. Follow all procedures and policies

6. Assist in opening, running and closing of the venues
7. To exemplify high customer service standards at all times
8. Be an ambassador for our events, the student union and our venue
9. Ensure that all legal requirements are enforced. Observing and working within Licensing Law, to food hygiene standard and any other relevant legal or operational requirement
10. Ensure that the premises are kept safe, clean and tidy
11. Collecting, washing and restocking drink vessels
12. To complete the jobs on all checklists to the highest standard and ensure all relevant checklists are filled in
13. Taking pride in how you prepare the drinks or the service you operate
14. Undertake such other tasks as requested by the Venue Management
15. To be available to work from the first day, through to the final day of each term, including move in weekend and week 0 (freshers week)

## **General responsibilities**

All Student Union staff are expected to work within the ethos of the SU and strive to achieve the following:

1. To work at all times within relevant legislation as well as the structures, policies and procedures of the Student Union.
2. To work co-operatively with other SU staff and officers, as well as other relevant stakeholders and external organisations.
3. To adhere to the highest professional standards, especially of customer service and safety.
4. To seek to continually develop and improve Student Union facilities and services.
5. To ensure safe practices are observed at work at all times, with respect to yourself, colleagues and customers
6. To undertake any training identified by you or your line manager as required; prepare for and attend all meetings as requested.
7. To promote a positive and professional image of Winchester Student Union to its members, customers, stakeholders and other external people.
8. To positively contribute to the organizations ethical & environmental ethos.
9. To maintain a flexible approach to duties and hours of work.

10. To observe strict confidentiality and to work within the dictates of the Union's Data protection and privacy policies.
11. To perform any other reasonable duties as requested by your venue or student union management
12. Ensure that you are always occupied with a task whilst at work
13. Use initiative to carry out tasks or seek advice from a supervisory staff member if left unoccupied
14. Set rota availability and holiday requests in good time before the rota is run

## Person Specification

The person specification will be assessed initially by the application form, followed by interview and if required, assessment.

### Criteria

#### Essential

#### Desirable

### KNOWLEDGE (education, training & experience)

Studying for degree or equivalent at the University of Winchester	✓	
Has worked in the licensed trade or associated environment		✓
Basic food hygiene qualification		✓
Previous experience working in a democratic/ membership environment		✓
Experience using tills systems		✓
Experience with financial systems including: <ul style="list-style-type: none"> <li>Cash control &amp; handling</li> <li>Record keeping</li> <li>Stock control</li> </ul>		✓
An understanding of equal opportunities	✓	
A basic understanding of licensed trade (alcohol sales)		✓
A basic understanding and desire to work in the events industry, in particular clubs and live events		

### SKILLS

Outstanding written and verbal communication skills	✓	
Successful work in a busy/distracting environment	✓	
Effective administrative support skills		✓
Friendly and approachable	✓	
Excellent problem solving skills	✓	
Able to work safely, following relevant health & safety procedures	✓	
Ability to keep compose under pressure	✓	

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**ATTRIBUTES**

Excellent attention to detail	✓	
Ability to manage a workload and work on own initiative	✓	
A natural and supportive team player	✓	
Effective team working	✓	
A flexible and adaptable approach to work	✓	
Confident	✓	
Trustworthy & Honest	✓	