

|  |
| --- |
| **Job Description** |

|  |  |
| --- | --- |
| **Post:** | Team Member (SU Bar/Venue) |
| **Hours**: | Up to 20 hours per week |
| **Salary:** | £7.70 per hour plus 12.07% Holiday Pay (As of 01.04.19) |
| **Responsible to:**   | Supervisor, Assistant Manager and Bars Manager |
| **Responsible for:** | Team Members |

|  |  |  |  |
| --- | --- | --- | --- |
| **Post Holder** | New Vacancy | **JD reviewed** | February 2019  |

**Purpose:**

To provide a fun and friendly atmosphere in the bar and venue with a quality service to match.

**Main Duties and Responsibilities:**

**The Team Leader is expected to carry out the following duties**:

* To provide excellent customer service
* Continually coach and encourage staff to meet exceptional levels of customer service.
* To be an example on the job training for new retail Team Members
* Bar service. This includes pulling pints, pouring drinks and mixing cocktails
* Stock merchandising
* Stock replenishment
* To handle cash and adhere to cash procedures
* Ensure that all operations are completed to SU Bar Standards.
* Ensure all stations are kept clean and clear
* To adhere to and support EHSU’s ethical and environmental policies and procedures
* Any other duties that are commensurate with the position.

**Health and Safety**

* Work in a way that minimises risks to the health and safety and security of self and others and as directed by supervisory staff
* Complete required cleaning tasks in accordance with the daily, weekly and monthly tasks sheet

**Legislation & Company Policy**

* To understand and actively support all company policies relevant to your role

**Other**

* Complies with all regulatory and the Union policies and procedures relevant to the performance of own role.
* Identifies problems as they arise, resolving them where possible and appropriate, and reporting them as necessary

**Key Relationships; Internal & External**

The Team Member is responsible to the Bar Management team and Supervisory staff. They are expected to contribute to overall standards defined for the SU Bar.

**General**

Full training will be given on all aspects of the job.

Position requires frequent bending, prolonged standing, and walking. You will also be required to carry stock to different areas of the venue.



|  |
| --- |
| **Person Specification** |

|  |
| --- |
| **Team Leader (Retail)** |
|  **Criteria** | **Essential** | **Desirable** |
| **Education** | 1. Good general education, typically to the Higher/A level equivalent
 |  |
| **Experience**  | 1. No specific experience necessary as full training will be provided
2. Cash Handling
 | 1. Previous experience working in a bar
 |
| **Knowledge** | 1. Full menu training will be provided
 | 1. Cocktail knowledge
 |
| **Skills** | 1. Good communication skills
2. Ability to work within a team
3. Ability to work under pressure
4. Able to deal calmly and confidently with a diverse range of customers
5. Able to carry out instructions accurately
 |  |
| **Personal Qualities** | 1. High standards of honesty and integrity
2. Hard working and reliable, with a strong work ethic
3. Flexible/adaptable and calm under pressure
4. Open and receptive to new information, lots of common sense
5. Outgoing personality, able to build rapport with others quickly
 |  |
| **Availability** | 1. Able to work evenings and weekends when required, especially Wednesday evenings or during large events.
 |  |