

Job Title: Duty Supervisors (2 posts)

Reporting to: Commercial Services Manager & Deputy Commercial Services Manager

Hours: 15 - 20 hours per week

Campus base: This position will be based on the Bishop Otter campus in the Students' Union/Zee bar and The Shop, there may from time to time be occasions where you are required to work at The Hub, based on the Bognor campus.

Salary: £15 per hour inclusive of holiday pay

Function of the Post:

To assist management with the day to day running of the venue or lead the shift in absence of. This includes opening & closing the building/Bar, enhancing the daytime and non event evenings trade, monitoring procedures and managing staff, checking health and safety and reporting back to management.

Principal Accountabilities:

- Open & Close the Building/Bar in line with Opening hours and licence restrictions
- Maintain a clean, tidy working environment
- Adhere to the highest levels of customer service, including product knowledge
- Payment processing (card only)
- General housekeeping duties, including furniture layout, cleaning and maintaining a safe environment
- Supervise and manage staff on shift
- All staff are expected to follow all policies & procedures outlined in the staff training
- Undertake daily/weekly/ monthly H&S tasks and checks in BOH Book. Report any problems or concerns to management including any damage to furniture/building/equipment or any work the building may need to undertake (painting etc.)
- Ensuring all cleaning checks and records are completed daily/ weekly/monthly.
- Direct staff to jobs that need to be completed and train/instruct them on how to do them correctly.
- Carry out regular audits (stock levels and date checks) on wet and dry stock, first aid supplies, cleaning products.
- Ensuring all storage areas are safe and risk free, stock is correctly stored and regularly checked for damage and rotated to use earlier bbe dates first.
- To be the point of contact for deliveries, checking stock against delivery notes/invoices and correctly storing away while adhering to stock rotation.
- To undertake morning set up of equipment (ad screens, sound system, TV's/projectors & games consoles, heaters etc.)
- To have an understanding of the Union's other activities and departments to be able to advise/direct students to where they need to go and access hours.
- To bring new ideas and take some initiative to increase footfall and revenue streams during the daytime and non event evenings trade.
- To have knowledge of food safety/hygiene, monitor procedures and implement procedures where required (when new food options become available).

- Un-alarm and alarm the building to ensure Building Security, and to notify Campus Security of any problems or concerns.

Student Union activities

- To ensure a reasonable level of personal interest in the wider events and activities of the Union to ensure a high level of information and service to customers, and to ensure that all general enquiries and relevant information are dealt with or referred on as appropriate.
- Bar Staff may also be required to perform other duties in line with this job description from time to time as delegated by the bars management team in relation to Students' Union activities. Therefore, the list of duties in this Job Profile should not be regarded as exclusive or exhaustive. Please note that, in consultation with you, the Union reserves the right to update your Job Profile to reflect changes in, or to, your post.

Additional Information:

Students' Union staff and Officers are expected to promote the mission and values of the Union through all interactions with internal and external stakeholders, ensuring productive working relationships. We are friendly, enthusiastic, democratic, supportive, approachable and open-minded. Our mission is to help ALL students have the BEST time they can whilst at the University of Chichester.

The Union believes that everyone has the right to be treated equally and that the diversity of individuals and groups should be embraced, valued, and respected. The Union is committed to eliminating any form of discrimination be it direct, indirect, harassment or victimisation.

The Union is fully committed to sustainable development and environmental initiatives. It accepts its environmental responsibilities and recognises the contributions it can make to the resolution of global, regional and local environmental issues. The Union will continuously seek to improve its environmental performance and will comply, as a minimum, with all relevant environmental legislation, regulations and codes of practice.

Principal Attributes and Person Specification:

Essential requirements are those, without which, the candidate would not be able to do the job. It is expected that the post-holder will have the knowledge and qualifications indicated, or equivalent qualifications and experience.

Desirable requirements are those which would be useful for the post-holder to possess and will be considered when more than one applicant meets the essential requirements.

	Essential	Desirable	Evidenced through
--	-----------	-----------	-------------------

Knowledge and Qualifications	Ability to be able to obtain a personal Licence	A good general education to A-Level standard or equivalent Hold a Personal Licence First Aid certificate Food hygiene knowledge	Application Documentary Evidence Interview
Skills	Excellent communication skills Excellent customer service Skills Sound organisational & prioritisation skills Good time management Good at multi-tasking Ability to work on own initiative Ability to train and monitor new starters	Ability to devise and run events	Application Interview References
Experience	Previous experience of working effectively within part of a team Previous experience of working in a bar/licensed venue	Experience of working in a Customer Service environment Previous cellar experience (gas detection, kegs & post mix)	Application Interview References
Personal Attributes	Flexible, creative & enthusiastic approach to work Pro-active & self-motivated, able to show initiative as well as work well with others Highly developed interpersonal & social skills, and an ability to deal with a range of people	Ability to work under pressure & remain calm Good personal hygiene and appropriately presented Good time keeping and punctuality	Interview References



	Ability to work under pressure & remain calm Friendly, approachable & trustworthy personality A drive to implement High standards of cleanliness & service		
--	--	--	--