

University of Chichester Students' Union

Job Profile: Duty Supervisor

**Reports to:** Commercial Services Manager  
Deputy Managers

**Purpose of Job:** 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.

**Functional Relationships:** Executive Officers, General Manager, Licensed Trade Manager, Deputy Bars Managers, Student Membership, Suppliers and other Visitors, Customers and University Staff.

**Usual Place of Work:** This position will be based on the Bishop Otter campus in the Students' Union, there may from time to time be occasion where you are required to work at The Hub, based on the Bognor campus.

**Rate of Pay:** Salary to be based on 28 weeks in term time @ 15 hours per week (420 hours) @ £14.50 (incl hol pay) per hour  
(Gross pay £6,090, ie before tax/NI for the 28 weeks would be paid over 9 months in equal amounts, Sept - May).

**Shifts:** On Shift pattern to be agreed. Times and dates may vary between 8am-2am max shift length of 12 hours. There may be an opportunity for additional hours in the evening and in the summer for private hires at both Chichester and Bognor Regis campus bars.

**Principal Accountabilities:**

Duty Supervisor will be expected to perform the following duties whilst on shift:

- \* 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 bring new ideas and take some initiative to increase footfall and revenue streams during the daytime and non-event evenings trade.

To understand the Union's other activities and departments to be able to advise/direct students to where they need to go and access hours.

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.

*Staff are reminded that whilst on duty, and always in matters relating to their employment, they must observe the correct line management structure. They must not express or demonstrate opinions on matters relating to the political and democratic structures of the Union, particularly in connection with elections. This is a condition of employment, and any staff who fail to observe these regulations may be subject to disciplinary action.*

*All Students' Union staff are expected to participate in any training programme or meeting considered relevant to their job. They are also expected to portray a positive image, both internal and externally, of the Students' Union by displaying high standards of service, integrity, punctuality, politeness and professionalism on and off duty.*

**Diversity:**

The Students' 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 Students' Union is committed to eliminating any form of discrimination be it direct, indirect, harassment or victimisation. All staff are expected to act in accordance with, and promote, these values.

## Principal attributes and Person Specifications:

Essential requirements are those, without which, the candidate would not be able to do the job. Desirable requirements are those which would be useful for the post holder to possess.

	Essential	Desirable	Evidenced through
<b>Knowledge and Qualifications</b>	Ability to be able to obtain a personal License	A good general education to A-Level standard or equivalent  First Aid certificate  Food hygiene knowledge  H&S/COSHH knowledge	Application Documentary Evidence Interview
<b>Skills</b>	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		Application Interview References
<b>Experience</b>	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 experience of Supervising a bar/licensed venue, with keyholding responsibilities Previous cellar	Application Interview  References

		experience (gas detection, kegs & post mix)	
<b>Personal Attributes</b>	Flexible, creative & enthusiastic approach to work	Ability to work under pressure & remain calm	Interview References
		Good personal hygiene and appropriately presented	
	Pro-active & self-motivated, able to show initiative as well as work well with others	Good time keeping and punctuality	
	Highly developed interpersonal & social skills, and an ability to deal with a range of people		
	Ability to work under pressure & remain calm		
	Friendly, approachable & trustworthy personality		
	A drive to implement High standards of cleanliness & service		