**Job Title: Student Bar Staff**

**Reports to: Commercial Services Manager**

 **Deputy Bars Manager**

 **Assistant Bars Manager**

 **Duty Supervisors/Bar Supervisors**

**Hours: Zero Hours contract**

Flexibility is required

**Salary:** £11.25p/h for 18-20 and £12.21p/h for 21 and over, plus 12.07% holiday pay based on hours worked. Pay review April 2026

**Campus base:** Based at **Students’ Union Buildings**. Bar staff are employed to work at either The Hub on the Bognor Regis Campus or at Zee Bar based on the Bishop Otter Campus. It may be necessary however, to work on alternative Campus bars on occasion, to cover staff absence or special occasions. In these instances, reasonable notice will be given.

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**Function of the Post:**

The post holder will be responsible for serving customers in line with the relevant service standards & procedures and for ensuring a clean, tidy environment within the bars at all times. Also to report to the Supervisor / Bar Managers on all bar related issues.

**Principal Accountabilities:**

1. **Duties to perform on shift**
* Maintain a clean, tidy working environment
* Cleaning and maintaining toilets
* Adhere to the highest levels of customer service, including product knowledge
* General payment procedures
* General housekeeping duties, including furniture layout, cleaning and maintaining a safe environment
* All staff are expected to follow all procedures outlined in the staff training
1. **Customer relations**
* To serve and assist all customers, ensuring the highest level of customer service is demonstrated at all times, and to report to management any issues that may compromise your ability to do so.
1. **Health & Safety / Security**
* To ensure the venue, including customer areas, cellar and storage areas are kept clean and tidy in accordance with bar standards and procedures, and in line with health and safety requirements.
* To report all operational concerns, equipment faults and other relevant issues to the bars management team in an appropriate and timely manner and in accordance with any relevant guidelines and procedures.
* To ensure the security of Union property at all times and that all payment procedures are adhered to.
* To ensure high standards of personal presentation at work, and that the correct uniform is worn whilst on duty, and that uniform is not worn whilst off duty (unless on the way to or from work).
1. **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:**

Student Staff are reminded that whilst on duty, and at all times 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 fails to observe these regulations may be subject to disciplinary action.

It is important to know that the post-holder will be expected to fully participate in any training programme. Staff are expected to portray a positive image, both internally and externally, of the Students’ Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.

Staff will be expected as a condition of employment to work at the Zee Bar on 2/4 Weds evenings during term time and Saturday nights when required, plus certain events which include the Summer Ball, Graduation Ball if on site, Welcome Week & Last day of term.

###### **Diversity:**

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, and to support this the Union has a number of policies that you should ensure you are familiar with and compliant to. All policies are available from the General Manager. Any breaches may lead to termination of employment.

###### **Health & Safety:**

You are responsible for ensuring that workplace responsibilities within the section are carried out with full regard to, and in support of, the Union’s Health and Safety Policy.

**Sustainability and Environment**:

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.  All staff are required to support the aims of the University's Environmental & Sustainability Development Strategy.

**Data Protection:**

You will be responsible for ensuring that workplace responsibilities, within the section, are carried out in compliance with the requirements of the Data Protection Act and the Employment Practices Data Protection Code 2002, especially concerning confidentiality, treatment of personal information and records management.

**Right to Work:**

The current British and European Law states that the University cannot employ a person who does not have permission to live and work in the UK. Immigration guidance information is available on the Univeristy HR Website for further information.

**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.

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|  | **Essential** | **Desirable** | **Evidenced through** |
| **Knowledge and Qualifications**  |  | Previous experience of working within a licensed environmentA good general education to A-level standard or equivalent  | Application Documentary EvidenceInterview |
| **Skills** | Excellent communication skills Excellent customer service skills Sound organisational & prioritisation skillsGood time management Good at multi-tasking Ability to work on own initiative  |  | Application InterviewReferences |
| **Experience**  | Previous experience of working effectively within a team | Previous experience working on a barExperience of working in a customer service environment  | Application InterviewReferences |
| **Personal attributes** | Flexible, creative & enthusiastic approach to workFriendly, approachable & trustworthy personality 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 peopleAbility to work under pressure & remain calm   | Well-presented/ good appearanceGood time keeping, punctuality  | InterviewReferences |