



University of York Students' Union
Registered in England and Wales.
Charity Number: 1173404 Company Number: 10688097
Registered Office: The Student Centre, James College,
Newton Way, Heslington, York, YO10 5DD

E: enquiries@yusu.org
T: 01904 32 3724
W: yusu.org

JOB DESCRIPTION

Job Title	Bar/Catering Assistant (STUDENT ONLY ROLE)
Reporting to	Venue Manager
Place of Work	YUSU CS Bar/Catering Venues
Hours of Work	Minimum 8 hours per week during term time
Salary	£9ph

Purpose of the post:

As a member of our venue teams on our bars or in our kitchens you will support the management team in delivering outstanding levels of quality, service and value for money. This includes drink or food preparation, providing food and drink service and carrying out cleaning and restocking tasks. The post-holder will be expected to provide excellent customer care and contribute towards a successful Commercial Services operation, whilst ensuring adherence to legislation and York Student Union's policies and procedures.

Main Duties & Responsibilities

Job Objective

- To deliver excellent customer service
- To adhere to all health and safety policies and regulations
- To adhere to all legal licensing and food safety policies
- To deliver and maintain standards within the operations
- To work alongside other team members in a respectful and a professional manner
- To uphold the reputation of the business

Key Responsibilities

- To assist in maintaining the cleanliness of the work area at all times
- To assist in the preparation and service of food and drinks
- To assist in the provision of a friendly and safe environment for both customers and other staff.
- To handle of financial transactions with diligence and honesty in accordance with the company policies and procedures
- To complete any training that is relevant to your role
- To support colleagues at peak times with any reasonable task asked of you by your manager
- To cooperate with the manager and other team members at all times
- To adhere to company policy with every interaction with customers in the workspace.
- To promote a safe working environment



University of York Students' Union
Registered in England and Wales.
Charity Number: 1173404 Company Number: 10688097
Registered Office: The Student Centre, James College,
Newton Way, Heslington, York, YO10 5DD

E: enquiries@yusu.org
T: 01904 32 3724
W: yusu.org

- To comply with all legal policies and procedures to include but not be limited to licensing, food safety and health & safety.
- Proactively participate in staff reviews, development actions and team meetings requested by your line manager
- Work in accordance with the staff handbook procedures and policies.
- Maintain all company property including any uniform provided.
- To complete any reasonable additional task requested by you manage.

General Notes

- The principle role and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.
Staff must carry out their duties with full regard to the rules, procedures and conditions of service contained in the Staff Handbook.
- A condition of employment is that all staff are expected to assist in key events throughout the year e.g., Freshers' Fair, Student Balls, and any other key events, including elections if necessary.
- Staff are expected to portray a positive image of the Students' Union, both internally and externally, by displaying integrity, punctuality, politeness and professionalism.
- To uphold YUSU's environmental and sustainability aims, ensuring good practice is met.
- To abide by YUSU's constitutions and policies.
- To work within, promote and uphold the student-led and democratic ethos of the Students' Union.
- **YUSU envisages that this post will develop through time and that the post-holder is expected to be proactive in pursuing these changes.**



University of York Students' Union
 Registered in England and Wales.
 Charity Number: 1173404 Company Number: 10688097
 Registered Office: The Student Centre, James College,
 Newton Way, Heslington, York, YO10 5DD

E: enquiries@yusu.org
T: 01904 32 3724
W: yusu.org

Person Specification

Requirements	Essential	Desirable
Food Hygiene Certificate (or willing to undertake)		*
Skills and Experience:		
Experience of working in a customer facing environment		*
Ability to deal with issues as and when they arise		*
Good communication skills, both verbal and written. Particular ability to communicate effectively on a face to face basis.	*	
Ability to work in a team	*	
Personal qualities:		
A friendly and approachable manner	*	
Good interpersonal skills	*	
Ability to use own initiative		*
A high level of personal integrity	*	
To be a positive and energetic team member		*
Attention to detail		*
Excellent time management skills	*	
Experience and understanding of the hospitality business, i.e. preparation, storage, cooking, presentation, health & hygiene.		*
Experience of delivering high quality products and services		*
Basic IT skills, i.e. Word, Excel, till systems		*