

# **HOSPITALITY ASSISTANT**

## **JOB DESCRIPTION**

**Grade:** £12.60 per hour

**Responsible to:** Deputy Venue Manager

**Responsible for:** None

**Functional Relationships:** Venue Manager, Deputy Venue Manager, Full Time and Part Time Officers

# STRATEGY 2023-27

## OUR VISION

We are at the heart of student life, ensuring our students have an exceptional university experience.

## OUR MISSION

Together we strive to improve the university experience by:

- Inspiring students to build strong communities where they flourish individually and collectively.
- Empowering students to make positive changes on behalf of the student community.
- Supporting students through their academic journey.

## OUR GOALS

**A Better Students' Union-** We will be at the heart of student life, increasing student engagement in union activities, involving them more in decision-making, listening to their views, and broadening our appeal.

**An Excellent University-** We will curate a strong partnership with the university at all levels by becoming a reliable and credible source of insight, establishing ourselves as a vital stakeholder, especially when decisions are made affecting students. We are firm in our belief that by responding to student opinion, the University will make effective and experience-improving changes.

**Maximising Our Town-** We will connect students with the best Northampton has to offer, as well as working with local stakeholders to improve students' experience when living and/or studying in the town.

## OUR THEMES

**Building strong student communities-** We are dedicated to the development of student communities on and off campus. We want to bring students together to improve their experience and sense of belonging to the union, university, and the town.

**Empowering students to co-create an outstanding academic experience-** The SU empowers student reps and groups to provide a strong, coherent voice to the university and wider community, ensuring decision making is always informed by student opinion. Our core responsibility is to make sure student voice is valued and acted upon in all areas of the institution.

**Ensure our students have the support they need to help them succeed at university-** We will develop and improve SU services, and partner with UON and community support services to give students the wraparound support they need to flourish in Higher Education.

# JOB DESCRIPTION

## *Principal Duties and Responsibilities of post-holder*

1. To flexibly work within the commercial outlets of the Students' Union with a focus on The Union Shop, The Art Shop and Engine Shed Café & Bar
2. To ensure the smooth running of events hosted by the Union, supporting with setting up, presenting, and clearing away.
3. To provide a high level of customer service to staff, students and external stakeholders
4. To prepare refreshments and support catering and retail staff where necessary
5. Cash handling and operating tills in a retail environment, on campus or at an event.
6. To organise stock and retail displays
6. To be able to help cover absences, jump into different roles and support whereas required, flexibility is essential.
7. Preparing alcoholic or non-alcoholic beverages
8. Checking customers identification and age verification where applicable
9. Maintaining a clean and organised bar area, including quickly responding to spills and other health and safety hazards

## *To contribute to the overall effectiveness of the Union*

1. Actively participate in meetings, personal development, and training events where there is a clear link to our strategy, your role or personal development.
2. Ensuring that statutory and legal obligations are met.
3. Ensure our financial sustainability by adhering to all financial procedures and processes of the Students' Union.
4. Promoting the Students' Union's various policies within your work, in particular Health & Safety, Equality & Diversity, Ethical, and Environmental.
5. Contributing to the positive image of the Students' Union with students, the University and the local community.
6. Working across the Union to share skills, improve capability or capacity and in support of service delivery.
7. Be flexible in your approach to work, ensuring you can work at any site as required, and unsociable hours as required to enable us to fulfil our mission.
8. The job description may be altered at any time in the future in line with the level of the post to meet changing requirements, please be assure that this will only be done in full consultation with the post holder.
9. Such other duties and projects as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of this post.

# PERSON SPECIFICATION

The person specification will be assessed initially by the application form, followed by Interview and if required, assessment.

Attributes	Criteria	Required	Desired	Assessment Methods: • Application Form • Interview • Assessed Exercise(s)
<b>Skills</b>	Excellent customer care skills with clear focus on getting it right on every occasion	X		Application, Interview
<b>Skills, Knowledge and Experience</b>	Can do attitude and willingness to learn	X		Application, Interview
	Excellent communication skills	X		Application, Interview
	Team player but able to use own initiative	X		Application, Interview
	High attention to detail, organised with the ability to work on multiple tasks	X		Application
	Ability to work well under pressure and remain calm (Essential)	X		Application
	Food hygiene Level 2		X	Application
	Experience of operating tills and cash handling		X	Application, Interview
	Knowledge of licensing law		X	Application, Interview
	Good judgement and knowing when to seek advice or support.	X		Application, Interview
	Experience of working within retail or hospitality		X	Application, Interview
<b>Personal</b>	The ability to work flexible hours in a reliable manner, including evenings, weekends and Bank Holidays as required in line with business needs.	X		
	A professional appearance ensuring care and attention to personal presentation and hygiene.	X		
	A positive, productive & proactive work ethic	X		
	Enjoy working with others and be able to cooperate as part of a team	X		
	A good level of physical fitness/mobility (due to long periods of standing, lifting stock and a fast-paced environment)	X		

	A commitment to the vision and values of the University of Northampton's Students Union	X		
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# HYBRID WORKING

The Union is committed to supporting a flexible approach in the way we work, to meet staff's individual needs and the Union's organisational needs. Building on our Flexible Working policy, we recognise that the option to work remotely increases efficiency, engagement, and employee satisfaction.

Whilst hybrid working is an option, the Union will accommodate staff working from wherever they feel comfortable, including their homes or campus. The Union will not allow staff to work from outside of the UK, unless they are representing the Union at a work-related event. Managers will discuss individual needs, preferences, and circumstances with staff to find the best working arrangements that balance with the requirements of the role.

- **Frontline roles** (e.g., Uniexpress Retail assistant) will not be able to request for hybrid working due to the nature of their work.
- **Student Facing roles** (e.g., sports and societies) should be on campus at a ratio of 4:1 (80%) during term time. If the service allows, this could be flexed 3:2 (60%) during non-term time.
- **Office Based roles** (e.g., finance) should be on campus at a ratio of 3:2 (60%). If the service allows, this could be flexed 2:3 during non-term time (40%).

This particular role has been identified as: Frontline.

Frontline role

## Office Use

Name of role	Area of Work	Version	Approval Committee	Approval Date	Revision Date
<b><i>Hospitality Assistant</i></b>	<b><i>Commercial</i></b>	1	HR (Ops)	<b><i>09/10/23</i></b>	<b><i>09/10/27</i></b>