



YORK ST JOHN STUDENTS' UNION

JOB DESCRIPTION

Job title: Senior Bar & Food Co-ordinator

Department: Operations & Business Development

Scope of duties: To oversee the smooth running and development of the Students' Union commercial areas and events. To maximise income opportunities. To provide a high level of customer service and maintain high standards within all areas.

Salary Scale: £25,482 (Grade C, Point 6)

Hours of work: Full Time. 45 hours per week for 34 weeks per year (term time), 16 hours per week for 18 weeks (out of term) Flexibility, unsociable hours and late-night working will be required

Responsible to: Operations & Business Development Manager

Supervisory Responsibility: Part-time Student Staff & Student Volunteers

DETAILED DESCRIPTION OF DUTIES:

1. Bar / Coffee Operations

- Taking responsibility for ensuring adherence to the legal duties, operational responsibilities and all conditions attached to our premises licence
- Managing the operation of the Students' Union commercial operations in accordance with the needs of our members and against appropriate industry specific benchmarks
- Striving to exceed customer expectations by ensuring consistent and consistently high standards of customer service across all services
- Ensuring the health and safety of customers and staff within the Students' Unions is maintained within the appropriate guidelines
- Maintaining a high level of safety, hygiene and cleanliness in all areas and adjacent thoroughfares and in all customer areas
- Helping to formulate the Students' Unions annual promotional, product and pricing strategies for commercial outlets
- Ensuring the security of all stock, equipment and cash including the implementation of security controls and checks, and securing / banking all takings in accordance with Students' Unions financial procedures, including reconciliation of floats and tills
- Keeping accurate and coherent records of all goods inwards, stock movement, takings and other transactions, including the management of the cellar, controlling the transfer of stock, and keeping the cellar, adjacent areas, equipment and pipes clean and in good working order
- Ensuring sufficient stock levels of approved products, appropriate display / use of stock, regular stock takes and minimal wastage
- Ensuring that all services operate within the defined policy and values of the Students' Union

2. Food Operations

- Continuously develop the commercial services offered to maximise financial and customer benefit, reporting on feedback and recommending appropriate service improvements
- To instruct, manage and co-ordinate food and drinks preparation with the staff team
- Develop and implement a high standard food safety programme, ensuring all relevant staff have basic hygiene training, and ensuring all legal requirements relating to food safety are in place
- Ensure quality management of food and drink services
- Managing the staff team to ensure that all outlets are clean and tidy, well-promoted, and operating to a high standard
- Understand food preparation and cooking and the “ingredients” of food and beverages and train the team to enable them to confidently deal with customer queries
- To manage planning and pricing of menus, food and drinks to adhere to agreed prices / budgets and maintain applicable quality standards and records
- Responsibility for overall running of the commercial outlets within the Students' Union
- Develop and exploit the inter-relationship between the Events programme and revenue from the bar, coffee & food operation to optimise these

3. Events

- Working with all relevant stakeholders to put together a weekly programme of events in line with our members needs
- Devising one off events to drive footfall into the Students' Union
- Playing the lead role in organising the Welcome Week events programme
- Providing students with support and guidance for student led events
- Working with the Marketing & Communications staff to support all events
- Supervision and support of Event Volunteers, including hosts for weekly and one-off events
- Working with the Marketing & Communications staff to support effective promotion of the SU events and activities
- Ensuring all digital content is up to date, relevant and in line with the engagement level of our members on appropriate media channels
- Researching our membership and gathering intelligence on appropriate activities relevant to our demographic.
- Providing support and guidance to Students' Union staff and departments for internal events such as Sports and Societies events
- Operating any internal Students' Union events that take place in the Students' Union venue

4. People Management

- Supporting staff skill development through appropriate training, coaching and mentoring
- Recruiting highly capable and motivated student staff who can improve the organisation
- Establishing clear performance objectives for staff, supporting them to meet these
- Undertaking the supervision of student staff

- Taking responsibility for staff rotas to ensure staffing levels are cost effective without jeopardising standards of customer care and safety.
- Taking responsibility for recording staff hours and dealing with other payroll documentation / issues
- supervise, manage and direct the overall performance of the team

5. Other Duties

- Any other duties as may be reasonably required
- Ensure that the highest standards of professional performance are maintained
- Promote equal opportunities in the work of the department
- Ensure compliance with relevant legislation and statutory codes of practice, as advices
- Participate in the arrangements for performance review
- Ensure that professional skills are regularly updated through participation in training and development activities
- Ensure all Students' Union policies are implemented within the remit of this post

PERSON SPECIFICATION

Job title: Senior Bar & Food Co-ordinator

The person specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS	Essential	Desirable
QUALIFICATIONS (Academic, vocational/professional and other training)		
Good general education	X	
BII Licensee qualification / Personal License	X	
Food Safety Level 3	X	
Educated to degree level or possessing equivalent qualifications and training	X	
Certificate in First Aid		X
KNOWLEDGE & EXPERIENCE (e.g. report writing, office experience, Microsoft office)		
Experience of managing or supervising in a licensed trade / food environment	X	
Experience managing casual staff in a commercial environment where staff experience and performance is critical		X
Experience of providing excellent customer service	X	
Experience of working with EPOS systems	X	
Technical competence in cellar and other Bar / Food control systems	X	
Experience of devising and monitoring budgets		X
Good working knowledge of relevant legislation (e.g. Licensing, Health & Safety, Food Hygiene, First Aid, etc)	X	
Understanding of trends, particularly with reference to the student market	X	
SKILLS/ATTRIBUTES (e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)		
Ability to establish strong working relationships with a range of individuals	X	
Regulatory knowledge of the licensed trade, food safety and health & safety	X	
BEHAVIOURS (Behaviours will be tested at interview against the Competency Framework, available on our website)		
Working together as a team	X	
Achieving and delivery	X	

