

## YORK ST JOHN STUDENTS' UNION

### JOB DESCRIPTION

<b>Job title:</b>	Coffee Staff
<b>Department:</b>	Operations & Business Development
<b>Scope of duties:</b>	Assisting in the general operation of the Students' Union Coffee Lounge
<b>Salary Scale:</b>	£7.40 - £10 p/h
<b>Responsible to:</b>	Senior Bar & Food Co-ordinator
<b>Supervisory Responsibility:</b>	None

### DETAILED DESCRIPTION OF DUTIES:

#### 1. Main Duties

- Maintain a clean, tidy working environment
- Adhere to the highest levels of customer service, including product knowledge
- General cash handling procedures
- General housekeeping duties, including furniture layout, cleaning and maintaining a safe environment
- Assisting in the service of food
- All staff are expected to follow all procedures outlined in the staff handbook
- 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
- To ensure the venue, including customer areas and storage areas are kept clean and tidy in accordance with required 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 cash handling 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)
- To ensure a reasonable level of personal interest in the wider events and activities of the
- Acting as an information point for customers
- Helping set up and clean down the venue
- Cleaning and maintaining toilets
- Ensuring the general safety of the customers, staff, venue managers and any volunteers in the Venue
- Protecting the fabric and fittings of the premises and ensure security of equipment and stock
- Keeping the premises clean, tidy and free from spillages or other hazards before, during and after opening hours
- Ensuring the venue is secure at the end of the shift
- Understanding, following and carrying out venue policies correctly and professionally
- Observe and work within health and safety, hygiene and other regulations pertaining to the operation of the premises
- Be observant and aware of events and to prevent potential problems whenever possible

- To monitor and encourage appropriate standards of behaviour
- The post holder will need to act in a polite, courteous and helpful manner. At all times they will be concerned with ensuring that customers are satisfied with the service received
- The post holder will present themselves for work clean and tidy, wearing the stipulated uniform which will be clean and ironed
- The post holder will display the highest standards of integrity and honesty at all times
- The post holder will observe high standards of punctuality. Ensure that the highest standards of professional performance are maintained
- Promote equal opportunities in the work of the Students' Union
- Ensure compliance with relevant legislation and statutory codes of practice
- Ensure all Students' Union policies are implemented within the remit of this post
- Complete daily paperwork to ensure the safe running of the venues, and for those standards to be monitored and maintained throughout the shift
- To fulfil other duties & work as directed by the Senior Bar & Food Co-ordinator