



Bar & Retail Assistant Co-ordinator Leeds Trinity Students' Union (SU) venue; StUdio

Reports to: StUdio Coordinator

Role Purpose: Support StUdio Coordinator and Retail & Central Services Coordinator with Bar and Retail administration and customer service.

Salary; £15,871 pro rata

Contract; Fixed term until July 2021

Hours: Flexible Daytime, Evenings & Weekends. It is envisaged that the role will require full time hours (35/wk) during September- April for core venue opening hours and part time hours (28/wk) May-July for events.

Key Relationships: Leeds Trinity Students, Union Colleagues

Key Responsibilities

- Support the StUdio Coordinator and Retail & Central Services Coordinator with excellent customer service in the Union's bar and retail venues.
- Support the StUdio Coordinator implement a strategy for StUdio as a multi-purpose social, food and drink student space.
- Have a willingness to possess a food hygiene certificate at level 3.
- Work closely with the StUdio Coordinator to ensure that StUdio becomes a space for sports clubs, societies and student activities following the Union Communications strategy principles.

Valued Student Service

- Proactively respond to feedback from students to enhance the service.
- Work closely with marketing and activity colleagues to ensure a range of events within the venue that are well promoted.

Compliance & Quality

- Support the StUdio Coordinator to ensure we meet and uphold licensing regulations and standards and proactively ensure the venue meets health and safety obligations.
- Maintain accurate records of deliveries working closely with the StUdio Co-ordinator to ensure we pay the correct amount for orders via NUS Central Billing.
- Support the StUdio Coordinator to ensure effective stock management proactively avoiding wastage and maintaining up to date records.

General

- To develop positive and productive working relationships with colleagues, partners and stakeholders.
- To work with colleagues leading on Marketing to ensure students, staff and stakeholders are aware of all activities relating to your areas of responsibility.
- All work to be done in line with Union constitution, policies & procedures and appropriate Health and Safety, Insurance, Financial legislation, Data protection regulations including GDPR.

- Adopt a flexible approach to work hours including evening, weekend and remote working including at short notice.
- To work in a way that compliments the Union values.

Person Specification

When applying wherever possible please provide evidence in the supporting statement to show how you sufficiently meet the criteria assessed by application. This helps us decide which candidates we will then invite for interview.

Person Specification	Essential	Desirable	How Assessed
Experience			
Experience of providing excellent bar customer service	X		A/I
Experience of providing excellent hot food customer service		X	A
Experience of providing excellent retail customer service		X	A
Previous experience in a Students' Union drink or Food venue		X	A
Skills			
Being able to develop positive relationships with others quickly	X		A/I
Level 2 or 3 Food Hygiene certification		X	A/I
Personal Qualities			
Commitment to the Union core values (Students First, Inclusive, Personalised & Exceptional)	X		I
Adaptable and flexible approach to work proactively seeking solutions	X		A/I
Strong time keeping skills	X		A/I
Able to work flexibly including evenings and weekends.	X		A

Tested by Application (A) Interview (I)

Where an experience, skill or personal quality has "A" next to it you should seek to include an example of how you meet this criteria in your application.

Timescale

Application Deadline: 24th August, 9am

Interview date: 2nd & 3rd Sept

Start date- Immediate

To Apply

Complete and return our application form before application deadline. Applications that are submitted after the deadline will not be considered. CV's will not be accepted

Guidance on completing your Application Form

On the application form you will need to fulfil any essential qualities tested by the application process to be invited for interview. Desirable qualities will then help the shortlisting panel make a decision between different candidates who meet the essential qualities. Any qualities tested that we indicate are only going to be tested at Interview do not need to be addressed on the application form.

A strong answer for each of these points offers clear examples of your personal impact through a previous experience that could be from a number of different experiences such as, but not limited to a previous job, volunteering role or work at home. We advise before filling out the application form to reflect on how to relate your skills, knowledge and experience to each of the points assessed at application. The strongest applications detail how candidates meet all of the criteria, matching transferable skills and experiences to the person specification with clear examples of your impact. Only information included in the application form will be considered when making a decision on shortlisting to interview.

Interview Process

Should you be invited to interview it is usual practice for us to contact references at this point unless you have asked us not to. There will be a digital interview with a selection panel that includes an elected officer and a Union staff member (usually the hiring manager). You will be notified of who is on the interview panel in advance. There may also be a task and/or presentation which you will also be advised of in advance.

We encourage you to get in touch between being invited to interview and attending the interview with any questions you may have.

Reasonable travel expenses agreed in advance will be reimbursed for any candidate invited to interview. However, during pandemic restrictions interviews will be conducted on a digital platform. The link to this meeting will be shared via email. Unfortunately, if you are unable to attend the interview date we can not guarantee that we will be able to interview you on an alternate date. However, we will consider any requests.

Further Information

Should you have any questions about the role please contact Simon Law, Interim General Manager at Leeds Trinity Students' Union by email LTSUHR@leedstrinity.ac.uk