

Bar Assistant

Job Description

The Role

Job title:	Bar Assistant
Department:	Commercial Services
Responsible to:	Bar Manager
Location:	Royal Agricultural University, Cirencester
Salary:	Grade 3: £19,863 - £21,630 per annum (£10.91-£11.88 ph)
Hours:	Average 35 hours per week, including weekend and evening work on a rotating shift
Term:	Permanent. Full time
Relationships with:	Customers, Students, Staff and Suppliers

The Purpose

To support the Bar Management team in delivering the departmental action plan in line with the strategic vision. You will support the development and implementation of the bar function within the overall Catering strategy. Ensuring that services provided are appropriately aligned to the changing needs of the University community and its commercial clients. You will assist in the training of the casual members of staff and will be trained to deliver high levels of customer satisfaction and support the Bar Manager in the operation of the department.

Key Responsibilities

- Provide a quality of service to all customers:
 - Working to the departmental values and SLA's
 - Providing a high standard of approach and delivery to customers
 - Awareness of all licensing legislation
 - Understanding of responsible drinking and duty of care to customers
 - Maintain a professional relationship at all times with all customers
- To take responsibility for delivering proficient services in the following, to the agreed standards:
 - Student Bars
 - Function Bars
 - Conference Bars
 - Drinks Receptions
- Following all Departmental, Institutional & Legal procedures:
 - COSHH

- Health Safety and Welfare
- Maintenance requests
- Reporting all incidents
- Cash & Stock Handling
- Locking up and security
- Events & Functions:
 - Have a flexible approach to working at Events/Functions
 - Event/Client Management as required for Events & Functions
- Hygiene
 - To maintain high standards of cleanliness and hygiene in all areas
 - To maintain a high standard of personal appearance, and to wear the correct uniform at all times
- Other Areas
 - Work in other areas within the Commercial Operations Department as required
- Sustainability
 - To sort waste for recycling and disposal of in correct recycling point
 - Responsible for usage of utilities and resources
- To undertake such other duties as may be requested by the Associate Director of Commercial Services

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview
Education & Qualifications		
A good standard of education – GCSE or equivalent	E	A
Excellent interpersonal and customer care skills	E	B
Basic Food Hygiene Certificate	D	A
Personal Licence	D	A
Bar or Catering Experience	D	A, B
Experience		
Cash handling experience	D	A, B
First Aid Qualified (or willingness to undertake qualification)	E	A
Knowledge, Skills, and Abilities		
Flexibility in working hours	E	A, B

Basic IT Skills	D	A, B
Working Conditions		
Ability to be able to lift and move heavy objects up to 25kg	E	A, B

General Responsibilities

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

Staff Benefits

We offer a range of Staff Benefits including a 35-hour working week, a generous 30 days annual leave entitlement plus bank holidays (pro rata for part time posts), pension scheme, free and guaranteed parking on campus and free shuttle bus from campus to Cirencester town centre, discounted catering facilities, discounted onsite gym, free library services, employee assistance programme, occupational health and counselling services, cycle to work scheme and staff development opportunities.

Further details of the full range of staff benefits available can be found on our [website](#).

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- **Closing date:** 24 February 2023 with **Interviews on:** 3 March 2023.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are underrepresented within the RAU at this level.