

## Casual (Commercial Services) Job Description

### The Role

<b>Job title:</b>	Casual (Commercial Services)
<b>Department:</b>	Commercial Services
<b>Responsible to:</b>	Retail Manager, Restaurant Manager, Bar Manager
<b>Location:</b>	Cirencester, Main campus
<b>Salary:</b>	11.44 p/hr (21 yrs & over); £10.18p/hr (20 yrs and under), plus holiday pay at 12.07%
<b>Term:</b>	Casual post. Between the hours of 07:00 – 22:00 Monday to Sunday, ad hoc, variable hours, up to 25 hours per week
<b>Relationships with:</b>	Customers, students and suppliers

### Purpose

Delivery of all food, beverage and retail services to all customers and cleaning all departmental areas and washing up as required. Support of management team. Full training will be provided

### Key Responsibilities

1. Provide a quality of service to all customers: Working to the departmental values and SLA's, providing a high standard of customer service, awareness of allergens, dietary conditions, acting promptly to address concerns
2. To take responsibility for delivering proficient services in the following, to the agreed standards, Tea & Coffee delivery, Servery/ Functions / Conferences / Events/ Retail Outlets/ Bar services/ Wash up areas
3. Following all Departmental, Institutional & Legal procedures: COSHH, Health Safety and Welfare. Maintenance requests, Security and Reporting all incidents to line manager
4. Hygiene: 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

5. Events & Functions: Have a flexible approach to working at Events/Functions
6. Sustainability: To sort waste for recycling and disposal of in correct recycling point and responsible for usage of utilities and resources
7. To undertake such other duties as may be requested by the Associate Director of Commercial Services

#### 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.

## University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.

- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

## Person Specification

<b>Requirements</b> The post holder must be able to demonstrate:	<b>Essential or Desirable</b>	<b>Measured By</b> A) Application Form B) Interview C) Presentation
<b>Qualifications:</b>		
A good standard of education – GCSE or equivalent	E	A
<b>Knowledge, Experience and Skills:</b>		
Excellent interpersonal and communications skills	E	B
Excellent customer care skills	E	B, C
Basic Food Hygiene Certificate	D	A
Flexibility in working hours	E	B
Basic IT Skills	D	B, C
Ability to be able to lift and move heavy objects up to 25kg	E	B

## 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:

- A University [Casual Application form](#) available on the University website ([www.rau.ac.uk](http://www.rau.ac.uk)) – you may attach your up to date CV if you wish to add additional information.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to [jobs@rau.ac.uk](mailto:jobs@rau.ac.uk) stating where you saw the advert for the role
- Closing date for applications: 6 January 2025