

Casual Bar Assistant

Job Description

The Role

Job title:	Casual Bar Assistant
Department:	Commercial Services and Facilities
Responsible to:	Bar Manager
Location:	Cirencester
Job Details:	Delivery of all beverage, potential food and retail services to all customers. Cleaning all departmental areas and washing up as required. Support of management team.
Salary:	£9.50 p/hr (23 yrs & over); £9.18 (under 23 yrs), plus holiday pay at 12%
Hours:	Variable hours, including weekend and evening work on a shift basis

Key Responsibilities

- Provide a high quality of service to all customers:
 - Working to the departmental values and service level agreements
 - Providing a high standard of approach and delivery to customers
 - Awareness of allergies, eating disorders, acting promptly to address concerns
- To take responsibility for delivering proficient services in the following, to the agreed standards:
 - Drinks receptions
 - Functions/Conferences/Events
 - Bar services
 - Catering services
 - Wash up areas
- Following all Departmental, Institutional & Legal procedures:
 - COSHH
 - Licensing Objectives
 - Health Safety and Welfare
 - Maintenance requests
 - Security
 - Reporting all incidents
- 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
- Events & Functions:
 - Have a flexible approach to working at Events/Functions
 - Event/Client Management as required for Events & Functions
- Sustainability:
 - To sort waste for recycling and disposal to correct recycling point
 - Responsible for usage of utilities and resources
- To undertake such other duties as may be requested by the Bar Manager

Person Specification

Requirements	Essential (E) or Desirable (D)	Measured By: A) Application Form B) Interview C) Test/Exercise
A good standard of education – GCSE or equivalent	D	A
Excellent interpersonal and verbal communications skills	E	B
Excellent customer care skills	E	C
Experience of working in a bar	D	A
Flexibility in working hours	E	B
Basic IT Skills	D	C
Ability to be able to lift and move heavy objects up to 25kg	E	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.

Application Procedure

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

- A University [Casual 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.
- The application deadline for this post is Sunday 5th June 2022.
- 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