**IMPERIAL COLLEGE UNION**

**JOB DESCRIPTION**

**Title:** Student Supervisor / Senior Steward

**Division:** Imperial College Union

**Responsible to:** Venues Manager, Deputy Venues Manager, Assistant Venue Manager, Duty Venue Manager & Bar Duty Managers

**Campus:** South Kensington based within Imperial College Union

**Working Relationships:** Operations Manager, Head Chef and Catering Team, Imperial College and Union staff, Entertainment Coordinator and Staff, Events Manager and Coordinator, Security Contractors, Customers and Clients.

**Purpose of the Post:** To affect the best levels of service possible in all areas, providing the highest standards of stock keeping, presentation and service. To provide an enthusiastic presence in the Trading outlets and ensure that customers are served in a polite and friendly manner.

The post holder will ensure that the delivery of service is carried out in such a way as that the best customer service is achieved whilst maximising the profits and the limitation of waste and loss.

They will provide support for the Bar Management team and they will play a key role in help and delivery of staff training, cash control and the compliance with procedures and systems as set by the management team. They will also contribute to customer safety and the delivery of events, such as stewarding, cloakroom and door entry as well as Summer Ball and other major Events and Functions.

**Responsibilities**

**Main Duties**

* To protect the premises licence by ensuring that we abide by the licence and other licensing laws, including upholding the four licensing objectives. To ensure that proactive and positive steps are taken to ensure that our operations do not have a negative effect on the wider community such as neighbours, local businesses and the College
* Completing sound readings, capacity/room number counts, bathroom checks and other licensing and venue checks as required.
* Assist in any necessary preparation and service for events and functions.
* Ensuring goods are attractively displayed and correctly priced and that the relevant entertainments promotion material is in a good order and current.
* Receiving and helping with any stock deliveries ensuring that the correct amount of items is signed for, and that the delivery note is correct with regard to the goods supplied.
* Ensuring the storing of goods in the stockrooms in a tidy and logical fashion.
* Ensuring the Bars and surrounding areas are clean and ready to start the next shift.
* Providing feedback to the management team from customers, clients and clubs and societies
* Providing support and on-going training the Student Bar Staff team, including the teams at the Union’s other venues where applicable.
* To excel in customer service, ensuring that customer needs and expectations are exceeded whenever possible

**Finance**

* Being fully conversant with all till procedures including refunds, stock checks, tabs and accounts.
* Maintaining a high standard of cash handling by ensuring that all financial procedures are strictly adhered to by all staff
* Have a working knowledge of the Bar’s EPOS systems and Door and Cloakroom payments and providing support for new team members
* Awareness of stock control, minimising wastage

**Other**

* Promoting and maintaining the Union’s policies, principles, rules and regulations.
* Assisting the Venue management and Events teams in running events, catering delivery and functions, including the Summer Ball, End-of-Term Carnivals, external conferences and other events.
* To attend meetings and training events as required.
* To undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
* To have a flexible approach to duties and work and, in particular, adopt a team focused working style with all departments and activities across the Union.
* To be flexible in working hours within the agreed pattern of trading hours, many evening and weekend hours will apply.
* To encourage a culture of warmth, inclusive and tolerance in the Social Enterprise team as well as members and customers.

**As job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with above key responsibilities.**

*You will also be expected to observe and comply with all College policies and regulations, for example Health and Safety, Data Protection etc.*

IMPERIAL COLLEGE UNION - PERSON SPECIFICATION

Job Title: Student Bar Supervisor/Senior Steward

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| --- | --- | --- | --- | --- |
|  | Essential | Desirable | Tested at Application | Tested at Interview |
| **Qualifications** | | | | |
| Studying for a degree qualification, either at under- or post-graduate level | X |  | X |  |
|  |  |  |  |  |
| **Experience** | | | | |
| Experience of working in a busy, licensed trade premises within a customer-focused environment. | X |  | X | X |
| Experience of dealing with *cash* | X |  | X | X |
| Experience in basic cellar and stock management, such as deliveries, line cleaning and stock rotation.. |  | X | X | X |
| Experience in dealing with a wide variety of people from different cross sections of society | X |  | X | X |
| Experience in the execution of minor events and functions. |  | X | X | X |
| Experience of working in a higher education or charity environment or students’ unions. |  | X | X | X |
| **Knowledge** | | | | |
| *A working knowledge of Licensed Trade products* |  | X | X | X |
| A working knowledge of Health and Safety legislation, COSHH and relevant best practice |  | X | X | X |
| A sound understanding of the requirements for operating licensed premises and specialist events |  | X | X | X |
| A working knowledge of technical equipment including mixers, club sound and lighting. |  | X | X | X |
| **Skills and Abilities** | | | | |
| Excellent communication skills with the ability to relate to and communicate efficiently with people at all levels | X |  | X | X |
| **Values, Attitude and Personal Style** | | | | |
| Evidence of commitment to continuing personal and professional development | X |  | X | X |
| A leader on equality of opportunity who value diversity and removes barriers to equality | X |  | X | X |
| An excellent role model who promotes high standards of probity, integrity and honesty | X |  | X | X |
| The ability to work flexibly and well under pressure | X |  |  |  |
| A commitment to *achieving excellence* in service delivery and ability to demonstrate this with their personal actions | X |  |  |  |
| A strong commitment to working a *democratic and student-led environment* |  | X | X | X |