**SHEFFIELD HALLAM STUDENTS’ UNION**

Job Description: Student Staff

This job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

1. **Job Title:** **CASUAL: BAR/CATERING/RETAIL STAFF (Commercial)**
2. **Grade:** Meets National Minimum Wage
3. **Responsible to:** Commercial Manager/Department Supervisor
4. **Purpose of Post:** To support in the delivery of services that enable Sheffield Hallam Students' Union to be the outstanding organisation in the UK for supporting and inspiring students.

**Hours:**

**Bar Phoeni**x opens from 12.00pm to 24.00am Monday to Friday inclusive and at other times when required to assist with events.

**The Kitchen** is open from 12pm until 8pm Monday to Friday inclusive and at other times when events occur.

**Coffee Union** is open from 8am until 6pm Monday to Saturday.

**Hubspace Café** is open from 10am to 7pm Monday to Friday.

**The Stall** is open from 08.30am to 6pm Monday to Friday inclusive and occasionally does pop up events at other sites during busy times.

The job may require a lot of flexibility and willingness to work long hours on your feet; and work also on the weekends and holidays to assist with events.

**5. MAIN DUTIES AND RESPONSIBILITIES**

**Student Staff common requirements**

A commitment to Sheffield Hallam Students' Unions core values which include:

**Passion**: You should be passionate about ensuring your work helps to ensure a great experience for students who engage with Sheffield Hallam Students' Union.

**Honesty**: You should display absolute integrity in your interactions with students, customers and colleagues.

**Dedication:** You should be dedicated to the Students' Union and ensure you uphold your commitments within your role.

**Innovation**: You should be comfortable coming up with new ideas to improve the service we deliver to Sheffield Hallam students.

**Diversity**: You are committed to providing a flexible, adaptive and excellent service to all our students and customers.

**Role Specific Responsibilities:**

* Deliver excellent customer service at all times.
* Maintain the area you are working in to a high degree of cleanliness.
* Keep up to date with current promotions and new products in the area you are working in.
* Always adhere to all company policies and procedures and licensing laws.
* Carry out instructions given by the management team and head office.
* Able to work as part of a small team, independently and use initiative .
* Organizing and assisting with events as and when they occur.
* Ability to think on your feet and under pressure while maintaining a positive outlook and attention to detail.
* All other appropriate duties as and when required by the Commercial Manager / Department Supervisor.

**PERSON SPECIFICATION**

**Job Title: Casual Commercial Staff**

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| **No** | **Personal Attributes required (based on the Job Description)** | **E\*/D\*** | **Tested by** |
| 1  2  3  4 | **Qualifications/training**  GCSE Grade C or above in English and Maths, or equivalent qualification  Willingness to undertake any training necessary to improve performance/Service  Previous customer service training  **Experience**  Experience of working with students and student groups  Experience of working in a fast paced retail or customer service based environment  Experience of cash handling/till work  Experience of working in a Students' Union or other Third Sector organisation  **Skills**  Friendly, outgoing, polite and courteous in dealing with students/staff/customers  Excellent written and oral communication skills  Accurate and attentive  Excellent organisational skills and the ability to prioritise workload and manage own time  Use initiative and self motivated  Ability to create and maintain strong working relationships with a wide range of people, including students and University personnel  Ability to make judgements based on agreed policies and procedures  **Other requirements**:  Willingness to carry out other associated duties  Willingness to cover shifts, often at short notice  Awareness of how the Students' Union is run and commitment to its core values | E  E  D  D  E  E  D  E  E  E  E  E  E  E  E  E  E | Application Form/ Interview  Application Form/ Interview  Application Form/ Interview  Application Form/Interview  Application Form/Interview  Application Form/Interview  Application Form/Interview  Application Form/Interview  Application Form/Skills Test  Interview/Skills Test  Interview/Skills Test  Application form / interview / skills test  Interview  Interview  Interview  Interview  Interview |

Date: May 2017 E\* = Essential/D\* = Desirable