

Recruitment Pack

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- Adhere to hygiene, health and safety, security and police protocol

General Duties

- To understand and uphold the purpose and values of the organisation and ensure that these guides and inform the work and conduct of the post holder
- To be knowledgeable of the union constitution, as it applies to this post, including any legal requirements.
- To work in accordance with all SU policies and procedures, including health and safety, staffing protocols, financial procedures and the SU's equal opportunities policy
- To undertake any other duties and responsibilities commensurate with the grade of the post, properly directed by the line manager. These variations will not change the general character of the post or the level of responsibility entailed
- To attend from time to time, as required, meetings as necessary to meet the requirements of the post
- To attend all staff development days and training as required. Flexibility in working hours may be required to accommodate this
- To ensure the SU's aspirations to reduce our environmental impact are delivered, contributing positively to the department and the organisation's aims
- To be flexible and adaptable in a changing environment, the role holder may be assigned to other areas of the students' union to meet the needs of the service. This will in turn provide development opportunities in which to broaden experience

Person specification

Education, qualifications and training

Good general education/relevant qualifications E

Experience

Working as a bartender or host in a bar/ club environment	E
Hospitality/retail experience	D
Experience in a customer service environment	D
Experience working with till and stock systems	E

Skills

- Passionate about providing excellent service and enhancing the student experience
- Ability to work effectively in a team
- Experience with delivering customer services
- Professional attitude and appearance
- Ability to be resourceful and proactive with issues arise
- Excellent organisational skills
- Multitasking and time-management skills, with the ability to prioritise tasks
- Confident in putting through sales

Additional Information

Relationship to an employee of the Students' Union or University

You are required to state on your application form whether you are related to or closely acquainted with either an employee / Officer of the SU or of the University. We wish to ensure that the selection process is not prejudiced in any way. Any deliberate failure to make a disclosure will disqualify you. If a relationship is discovered after appointment, this may result in dismissal.

Canvassing members of the Students' Union / University

Canvassing Full Time Officers or employees of the Students' Union / University either directly or indirectly in an attempt to gain preferential treatment in connection with an appointment will disqualify you. This provision does not prevent a member of staff from providing a reference of your ability, experience or character for submission with an application for appointment.

Disclosure of criminal convictions

You will appreciate that the Students' Union must be particularly careful to enquire into the character and background of any person who may supervise or have access to persons under the age of 18. Therefore this employment is exempt from the provisions of the Rehabilitation of Offenders Act 1974. This means you are not entitled to withhold information requested by the Union about any previous convictions you may have, even if in other circumstances these would be regarded as 'spent' under the Act. You must provide the Union with information about any previous convictions (excluding minor traffic offences) you may have before commencing employment.

During the period of your employment you must also immediately disclose to the Union if you are subject to any criminal or traffic investigations, charges or convictions (excluding minor traffic offences). Failing to provide the required information under this clause is gross misconduct and may result in your dismissal.

Equal Opportunities

The Students' Union serves a wide range of diverse groups and individuals. We therefore believe that commitment to and experience in a diverse and equal opportunities' environment is invaluable. We would therefore encourage you to respect the Students' Union in its commitment to equality of opportunity and equal treatment irrespective of gender, gender reassignment, race (including colour, nationality, caste and ethnic origin), disability, sexual orientation, marital status, part-time status, pregnancy or maternity, age, religion or belief, political belief or affiliation or trade union membership.

Please help us to monitor the effectiveness of our policy by completing all parts of the Equal Opportunities Monitoring form. This form will not be circulated to those involved in the selection process but will form part of the personal confidential record of the successful applicant.

If you have a disability

If you have a disability, there are ways in which we can help you, by giving assistance with completing the application form, making special arrangements if you are invited for an interview and make adjustments to the job where justified and reasonable. Please indicate your requirements on the Equal Opportunities Monitoring Form.

This application form is available in large print. Please contact us if you require this format.

What happens next?

We email all applicants to notify them if they have / have not been shortlisted for interview.

Whatever the outcome of your application, thank you very much for the interest shown in working for the Students' Union at the University of Gloucestershire and we wish you every success for the future.