

# Applying for a position

Thank you for your interest in this role at the University of Gloucestershire Students' Union.

## Filling in the application form

The online application form is the first part of the selection process, it will be used to select applicants for interview. Please complete all sections fully.

It is important that you provide details which you consider relevant to the position as detailed in the job description and person specification, which demonstrate your suitability for the position against the essential and desirable requirements to do the job as stated in the person specification.

Please be as accurate as you can about dates of employment and hours of work.

- In the section with your further details, we advise that you look through the person specification and let us know how you match each point. That's your chance to tell us all the reasons we should hire you!
- We can offer training for someone that excels in some of the areas, or if you can offer other qualities you think would be useful for the role, please indicate this on your application form."

## Contact

If you would like further information about the role, please contact Becky Fieldhouse on **01242 714278** or email [bfieldhouse1@glos.ac.uk](mailto:bfieldhouse1@glos.ac.uk)

Please supply evidence of previous relevant work & anything else you feel is appropriate in support of your application.

## Important Dates

**Closing Date: Midday Friday 2 December 2022**

**Interview Date: Wednesday 14 December 2022**

**Start Date: January 2023**

## Job Details

**Job Title:** SU Bar Supervisor

**Location:** Park Campus/FCH Campus/Oxstalls Campus

**Department:** Marketing Department

**Salary:** £10.50/hr

**Contract Type:** Fixed-Term until Friday 2nd June 2023

**Working Days:** Irregular hours, expecting two evening shifts a week expectation to accept majority of shifts

## **Main Purpose of the Job**

This job requires you to be happy and confident, you will welcome guests positively while representing the SU as front-of-house staff. It is essential for you to have good knowledge of bar stock to ensure you can provide efficient service. You will be responsible for supervising the bar and the other staff on shift, executing set-up and close-down tasks to a high standard, prioritising guest safety and being responsible for ensuring yourself and other bar staff follow safety protocols set for certain situations.

## **Responsible to**

Marketing and Commercial Services Manager

## **Main duties and responsibilities**

- Carry out stock-taking and stock control
- Be responsible for supervising the bar team and keeping everyone motivated, take ownership of situations, drive high standards of service and lead the bar staff by example during service
- Offering fantastic customer service, welcoming guests in a warm and friendly manner while representing the SU
- Keeping up to date with bar stock and menu, including special offers and stock alternatives to provide efficient service and informed answers
- Supervise and assist with the setup and close down of the bar to maintain a clean and safe environment for those working and attending events i.e. opening and closing of the bar, stocktake, cleaning, glass wash,
- Receiving and organising deliveries

- Tracking bar stock, arranging replenishment of low-stock items with the Marketing and Event Coordinator and ensuring the bar is organised according to established guidelines
- Processing customer payments using the shops Point of Sale (POS) systems
- Supervise the bar during small to medium-scale events i.e., events of 15-70 people in SU spaces
- Work alongside the bar manager on large-scale events with 250+ people
- Adhere to hygiene, health and safety, security, and police protocol; and ensure all bar staff do the same
- Make sure all bar staff are up to date with all processes and protocols, and that they actively implement these on shift

## **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 experience (E)  
Experience in a customer service environment (E)  
Experience working with till and stock systems (E)  
Experience leading a team (D)  
Personal Licence Holder (D)  
First-aid trained (D)

## Skills

- Passionate about providing excellent service and enhancing the student experience
- Ability to work effectively in a team and supervise the bar and other members of staff.
- Experience working in customer service
- Professional attitude and appearance
- Ability to be resourceful and proactive when issues arise
- Organised, punctual and efficient with good attention to detail
- Multitasking and time-management skills, with the ability to prioritise tasks, work to deadlines and under pressure
- Confident in putting through sales
- Excellent communication skills with both colleagues and with customers.

## 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 making 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.