



Job Title: ArtBar Student Staff

Responsible to: ArtBar Manager

Salary: £13.85 per hour (LLW), + 12.07% holiday pay supplement

Hours of Work: 0

Contract Type: Fixed-term, you must be a student to apply for this position

Location: Kensington Campus, some pop-up work at Battersea/White City.

Purpose of the post:

1. To maintain a safe and clean environment
2. To serve customers to a high standard
3. To take direction from ArtBar Student Supervisors and the ArtBar Manager

Key responsibilities:

Maintaining a safe and clean environment:

- Ensure that relevant areas are kept clean and tidy, in accordance with food hygiene and health and safety regulations
- To be aware of and to report any behaviour contrary to our Premises Licence and ArtBar policies
- Monitor customer behaviour and report any problems or concerns to the ArtBar Manager, paying attention to relevant RCA SU policies and procedures

To serve customers:

- To serve food and drink in line with hygiene and licensing laws
- To develop a full understanding and good knowledge of the products on sale
- Proactively address and resolve customer complaints where possible
- To ensure that till systems and stock management processes are implemented as directed and effectively
- To provide excellent customer service each and every time

Take direction from ArtBar Student Supervisors and the ArtBar Manager:

- To report to the Student Supervisors and ArtBar Manager
- Adherence to licensing law as directed by the Student Supervisors and/or ArtBar Manager
- To carry out day to day tasks as requested by the Student Supervisors and/or the ArtBar Manager
- To apply all systems of operating as determined by the ArtBar Manager
- To feedback any areas of concern to the Student Supervisors and/or ArtBar Manager, as well as put forward suggested for improvement in your area of work

General responsibilities:

- To comply with all RCASU's policies and procedures.
- To attend training and meetings in order to be familiar with relevant procedures.
- To assist in the safe evacuation of the premises as directed and within established procedures.

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the Students' Union. The post holder will be expected to undertake other duties as appropriate and as requested from time to time by management.

As the needs of the College changes, the above job profile, duties and location of the role within the SU will be adjusted accordingly.

	Person Specification	Essential	Desirable
Qualifications	Good general education, typically to Higher/A Level equivalent		x
	First Aid qualification		x
	Food hygiene qualification		x
	Personal licence holder		x
Knowledge and Experience	Experience of operating EPOS systems		x
	Experience of working in a busy bar or similar operation		x
	Experience of delivering excellent customer service		x
	Experience of client facing customer service		x
	Experience of following protocols and directions	x	
	Experience of working in a customer focussed environment		x
	Experience of working as part of a team	x	
	Experience of accurate and regular record keeping		x
Skills & Abilities	Interpersonal and communication skills	x	
	Able to deal with any kind of situation in a calm and professional manner	x	
	Excellent organisational and time management skills	x	

	Positive working attitude	x	
	Excellent customer service skills	x	
	Ability to multitask and prioritise tasks	x	
	A flexible and adaptable approach to work		
Values and Attributes	Understanding and ability to create an inclusive environment	x	
	Decisiveness	x	
	Ability to diffuse tense situations and resolve conflicts	x	
	Responsive and good communicator	x	
	Exceptional communication and interpersonal skills.	x	