



Job Description Cambridge Outlet Staff (Student Staff)

Vision

Our vision is to make a difference to every student.

Mission

It's our mission for every student to discover new things, build friendships and love your time at ARU.

Values

We are:

Inclusive

We will champion the diversity of our students and their communities.

Challenging

We push ourselves, the University and students to think and do things differently.

Sustainable

We will champion wellbeing, equality and justice; make ethical decisions and help to grow a cleaner, fairer planet.

Collaborative

We are better when we work together.

Creative

We think outside the box, learn from mistakes and use our imagination.

Section: Commercial Services

Reporting to: Cambridge Outlet Manager

Salary: £12 per hour

Hours of work: Flexible and minimum commitment, zero hours

Work base: Cambridge

Purpose of the job:

To assist the Students' Union in delivering an outstanding customer experience through our shops and cafes on the Cambridge campus. Postholders will be required to work across all the outlets.

Job role:

- Assisting the Cambridge Outlet Manager in the day to day operation of the outlets
- Adhering to Food Safety and Hygiene Laws and practices at all times
- Daily stock replenishment to ensure maximum availability across all outlets
- Responsible for cash handling and tills throughout your shift
- Assisting in the receiving and recording of deliveries
- Assisting with, and carrying out, the opening and closing of outlets
- Assisting in monthly stocktakes
- To help promote and advertise the events available to students of ARU
- To help keep the outlet clean and presentable at all times
- To report any maintenance issues, or health and hygiene concerns to line management as soon as possible
- Providing outstanding customer service at all times and promoting the values of the Students' Union
- To help create a friendly atmosphere within the Student Union space
- To create a welcoming environment for all at Anglia Ruskin University
- To promote inclusivity, be respectful of diversity and to promote equal opportunities

Other:

- Carry out any other duties or projects as many be assigned to the post-holder by the Students' Union and which are reasonably consistent with the position. These may take place throughout the year.
- Support the Students' Union's environmental policy
- Whilst the outlets will predominantly be open weekdays, during the day, this role may require working during evenings and weekends

You will develop these skills in this role:

- Teamwork
- Interpersonal skills
- Customer service
- Verbal and non-verbal communication
- Problem solving
- Decision making

Benefits of the role:

- Living Wage Accredited hourly pay
- Uniform provided
- Flexible working hours
- Fixed term role that may lead to further employment within the Students' Union
- Great networking opportunities
- Meeting new people and making new friends
- Training opportunities

Successful candidates will demonstrate the Unions' core values, striving to deliver exceptional customer experiences.

The Students' Union expects all staff to participate in any training program considered relevant to your job. The Students' Union expects all staff to participate in, and take ownership of their induction, personal development review, departmental staff meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the staff handbook, and within departments of the Students' Union. The Students' Union is fully committed to its policies and procedures on Equality and Diversity.

A condition of employment is that all staff are expected to assist in key events throughout the year e.g., Fresher's Fair, Elections, Open Days and any other key events. Staff are expected to portray a positive image, both internally and externally of the Students' Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.