

Job Description Writtle Outlet 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: Writtle Outlet Manager

Salary grade: £12 per hour

Hours of work: Flexible and minimum commitment zero hours

Work base: Writtle

Purpose of job

To assist the Students' Union in providing excellent food, great customer service and creating a friendly, welcoming environment at all times.

Job Role

Kitchen/Bar Assistant Activities

- Assisting the Writtle Outlet Manager
- Preparing and cooking basic menu items to order
- Preparing and making drinks to order, including cocktails, barista style hot drinks and more

- To adhere to Food Safety and Hygiene Laws and practices at all times
- Responsible for cash handling and tills throughout your shift
- To help promote and advertise the events available to students of ARU
- To uphold licensing objectives at all times throughout the venue
- To help keep the kitchen and venue clean and presentable at all times, including the use of external venues
- 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 may 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 outlet will predominantly be open weekdays during the daytime, 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
- Cash handling and till operation


Benefits of the role:

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

Successful candidates will demonstrate the Union's 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., Welcome Fair's, 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.