



# Supporting Student Experience



Recruitment Pack Graduate Commercial Assistant – 12 Month Fixed Term Contract



## Welcome From The CEO

Thank you for your interest in the position of Graduate Commercial Assistant, at Kent Student's Union Trading Ltd (KUTL), and considering us as your new employer. This is an exciting opportunity, employed by KUTL, the commercial arm of the Kent Student's Union charity.

This role is for Woody's Bar, part of the wide range of sector leading services within KUTL, which includes catering, licensed trade, business development, retail, and the nursery. With an annual combined turnover of £9 million, these make a huge impact upon the student experience.

Students are the reason Kent Students' Union exists. We are there through their university journey. Our amazing staff and volunteers work towards improving their experience and you will be joining a talented and committed team.

Thank you for your interest in the role, this pack should provide everything you need to support your application. However, for more information or for an informal chat about the role you can contact us at [kentunionrecruitment@kent.ac.uk](mailto:kentunionrecruitment@kent.ac.uk).

We look forward to hearing from you.

**Mel Sharman** Chief

Executive

# About Us

## OUR MISSION

### Why we're here

We are a charity that supports students at the University of Kent.

### We are:

- Student led
- Here for our members
- A place of opportunities



## OUR BELIEFS

### Why we do it

We believe every student should have the opportunity to try out new experiences, have fun, make new friends and be part of a community; we believe every student should have the opportunity to fulfil their potential in life, have a voice in society and make a difference.

## OUR VISION

### Where we're going

Our vision is to provide the best student experiences on the planet.

## OUR VALUES

### How we're perceived

#### Bold

- We are brave and courageous; we stand up for students' rights
- We are innovative
- We challenge the status quo

#### Inclusive

- We welcome all people and appreciate their uniqueness
- We are champions of equality and diversity

#### Supportive

- We look out for people
- We want students to succeed in life so we offer transformative experiences for them to get involved in.
- We ensure our staff have a healthy work-life balance

Find out more at [www.ksu.co.uk/strategy](http://www.ksu.co.uk/strategy)



## How We Are Run

### How Are We Financed?

We have two income streams: University core grant funding and generating income through KUTL, our commercial services trading company. Our KUTL profits are gift aided into the Kent Student's Union charity and reinvested back to provide essential services and activities for our students and members.

### Our Trustee Board

As a registered charity, we are governed by a Board of Trustees. It is made up of the 5 elected Full-Time officers, 4 External Trustees and 4 Student Trustees. Our Board of Trustees has ultimate responsibility for directing the affairs of Kent Student's Union, ensuring we are solvent, well-run and delivering our objectives. The day-to-day running of the Union and KUTL is delegated to the Chief Executive, Senior Management and staff team.

### KUTL Board

Kent Student's Union Trading Limited (KUTL) Board of Directors has ultimate responsibility for directing the affairs of Kent Student's Union Trading Limited, ensuring it is solvent, well-run, and delivering its objects. KUTL is a wholly owned subsidiary of Kent Student's Union, which exists to run activities on behalf of Kent Student's Union that are outside the scope of Kent Student's Union's charitable purpose. The Board is made up of 7 people including the External Chair, President, 3 Trustees and the Executive Directors which include the Chief Executive and Director of Commercial Services.

### Staff And Management Structure

Kent Student's Union employs approximately 411 staff to provide services for its members. Staff are of two types: approximately 300 student staff, who work whilst completing their studies at the University of Kent and 111 career roles – professionals who have made working at Kent Student's Union part of their career. Staff are employed by either the charity or for the Commercial Services employed directly by KUTL.

# Commercial Services

The commercial services through KUTL include catering and licensed trade, retail, business development and the nursery. The total budget across all commercial services is over £9million and the staff team is around 70 career staff and 300 student staff.



## The Venue Nightclub

The Venue is the largest student night club in Canterbury and plays host to a wide range of late-night entertainment from Welcome Week, Summer Balls to regular weekly club nights.

[thevenuekent.co.uk](http://thevenuekent.co.uk)



## Woody's

Woody's has been renovated to an exceptional standard and is a social hub for students to build student communities, providing everyday food and drink for students on campus.

[ksu.co.uk/woodys](http://ksu.co.uk/woodys)



## Campus Coffee

Campus Coffee is a hive of activity and the perfect place for coffee, soft drinks, light snacks and lunch, located in the library.

[ksu.co.uk/campus-coffee](http://ksu.co.uk/campus-coffee)



## Oaks Nursey

Kent Student's Union operates a 95 capacity children's nursery. This is a key service to both staff and students, enabling them to study and work.

[oaksnurserykent.co.uk/](http://oaksnurserykent.co.uk/)



## Retail

Kent Student's Union was sector leading in the development of retail and is host to two Co-op franchise stores. Collectively these turnover £5 million and are an essential service to students and staff on campus.

# Working With Us



## We're Bold

You'll be working for an organisation that is innovative and challenges the status quo to stand up for students and ensure they have the best time at university. You'll get to directly shape what we do and pioneer new areas of work.



## We're Supportive

We're really flexible as we understand that life isn't 9-5 and we'll always look at how we can best adapt to meet your needs; this includes the ability to work remotely.



## We're Inclusive

We are an organisation that champions equality and diversity and works to embed this in everything we do. We positively encourage applications from all individuals irrespective of their gender, age, ethnicity, sexuality, religious beliefs, or disability.



## It's Great Fun

We are always working hard to improve the student experience, but we have a great time doing it. You'll be joining a team of passionate and friendly people and get to be involved in all the incredibly random fun things we do that make Students' Unions such amazing and unique places to work.

## Where We Work

We have five buildings over the University of Kent campus, from where we deliver services for students, including our bars, venues a nursery and shops. This post includes hybrid working, with an office in the Mandela Building (University of Kent, Canterbury CT2 7NW), and with regular travel to partners and clients as appropriate.

There are bus links to the campus and the nearest train station is Canterbury West, which is approximately a 20-minute walk. There are also parking spaces available on the purchase of a permit and the campus also has plenty of cycle parking spaces.

## When We Work

Kent Student's Union recognises the importance of helping its employees balance their work and home life and so we have cutting-edge flexible working policies and many ways in which staff can work flexibly and remotely, based on the nature of the role and in line with business needs.

Any employee can make a request for flexible working. Whilst we cannot guarantee to accommodate a flexible working application, we do guarantee that we will carefully consider any request made.

## Equality, Diversity & Inclusion

Kent Student's Union is committed to the principles of equality of opportunity. A key priority for us is to improve racial and ethnic diversity amongst our workforce, and as such we particularly welcome applications from racially and ethnically marginalised backgrounds candidates (REMP).

## Racially & Ethnically Marginalised Peoples (REMP) Priority Interview Scheme

We recognise that applicants from racially and ethnically marginalised backgrounds may have experienced additional barriers when applying for new roles.



Therefore, if you meet the minimum criteria (at least 80% of the 'essential' criteria in the person specification) and are from a REM background, you'll be guaranteed an interview.

If you are a REM applicant and would like to be considered under our guaranteed interview scheme, you must indicate this by selecting the relevant box on the application form.

If you do not select this box, your application will be considered alongside all other applications. It is important to note that this scheme guarantees an interview for REM applicants who meet the minimum criteria. The selection decision at interview will be based on the most suitable candidate, regardless of background or protected characteristic.

# About The Role

|                      |   |
|----------------------|---|
| <b>Job Title</b>     | Graduate Commercial Assistant   |
| <b>Salary Range</b>  | £23,195 p.a.  |
| <b>Annual Leave</b>  | 34 days' leave including 8 statutory bank holidays  |
| <b>Reports To</b>    | Parkwood Operations Manager   |
| <b>Place Of Work</b> | Woody's Bar, Parkwood   |
| <b>Working Hours</b> | 35 hours per week in line with the business needs and operational demands   |
| <b>Pension</b>       | Staff who are 'eligible jobholders' are automatically enrolled into the NEST Pension Scheme. Employees contribution is 5% and KUTL's contribution is 3% |

## Role Purpose

- Ensuring that Woody's provides food and beverage services of outstanding quality, which exceed customer/member expectations.

Taking responsibility for all aspects of service delivery, product quality, food hygiene, safety, and licensing

- Recruiting, leading, and developing a motivated staff team.
- Acting as Duty Manager when Parkwood Operations Manager and Duty Manager are not present.



# Duties And Responsibilities

## Service Provision

- To be operationally responsible for day-to-day activities such as stock ordering, brand standards and service provision.
- To work closely with the Management Team and Supervisors to ensure the smooth running of Woody's.
- To assist in running a cohesive food and beverage service, ensuring there are adequate resources and systems in place to operate effective services.
- To help enforce clear service objectives and set a good example to staff members always following good practice and legal obligations.
- To assist in training staff members to achieve required service standards, and encouraging innovation and initiative in staff.
- To assist in continuously develop the food and beverage service offered to maximise financial and customer benefit, reporting on feedback and recommending appropriate service improvements.
- Deal with customer feedback in a courteous, efficient and timely manner and, making appropriate recommendations and taking action for service improvements, ensuring these are customer focused and responsive to customer demand.
- To help to create a culture of excellent customer service, ensuring that staff treat customers in a friendly manner and do everything in their power to exceed customers' expectations, and maintain a consistent approach to customer service ensuring the highest standards are met.
- Ensure that all staff are consistent in their customer service standards as required in training.
- Ensure that all outlets are clean and tidy, well-promoted, and operating to a high standard, and that all maintenance needs are dealt with appropriately.

## Financial Management

- To follow all financial procedures at all times to ensure the safety and management of cash within the business.
- To encourage staff to promote the business and to ensure budget targets are met wherever possible.
- To assist in maximising the profitability and cash generation through enhancing sales and margins and controlling all costs and stock effectively.
- Manage and control stock, ensuring systems are efficient, effective and appropriate to the needs of the organisation.
- To assist in weekly stock takes and to control stock on a daily basis following all instructions given and ensuring these are followed by staff members.
- Ensure in conjunction with the Commercial Manager that the systems for cash management are implemented and followed by all staff members at all times.

## People Management

To set a good example by working alongside team members at all times:

- To assist in recruiting, develop, support, lead, and inspire staff, ensuring the appropriate skilled staff

resource is available for all services at all times, and act as a role model to them.

- To assist in establishing clear performance objectives for staff and support them in their achievement.
- To assist in ensuring staff understand individual and team targets, and help to identify personal development plans for each staff member in line with the team targets and their personal development need.
- To treat all team members with respect at all times.
- Adhere to the Equality and Diversity policy.

### **Safety and Duty Management**

- To follow all legal guidelines at all times and ensure all staff members do the same.
- Act as duty manager, and support the duty management system for the organisation, ensuring reporting procedures are adhered to, that legislation relating to Health & Safety, fire, and licensing is adhered to, and that staff adhere to all legal obligations at all times.
- Be a Personal Licence Holder and act in such capacity to maintain high standards of customer safety in addition to ensuring compliance with all licensing legislation, keeping up to date with and adhering to legislative requirements and policies.
- To ensure all staff provide a high standard of food safety at all times and ensuring all legal requirements relating to food safety are in place, reporting and taking action as appropriate.
- Ensure appropriate procedures for incident and accident reporting are followed and that all relevant records are accurate, up to date and comply with legislation and the organisation's policies.
- To assist in ensuring all commercial operations are compliant with national and local legal requirements including Health & Safety, licensing and food safety regulations, and the students' union's internal procedures.
- To report any issues immediately to reduce any risk to the organisation

### **Other Duties**

- Abide by KUTL's constitution, policies, and procedures at all times, and contribute to the positive image of the students' union with students, the University, the local community, and wider stakeholders.
- Undertake other tasks and responsibilities compatible with the level and responsibilities of the post as reasonably required by the Commercial Manager from time to time

### **Notes**

This job description does not form part of your contract of employment.

# Person Specification

|   | Essential | Desirable | Tested at Application | Tested at Interview |
|---|-----------|-----------|-----------------------|---------------------|
| <b>Qualifications</b>   |           |           |                       |                     |
| Good general education, typically to the Higher/A level equivalent  | X         |           | X                     |                     |
| University/College Degree   |           | X         | X                     |                     |
| <b>Experience</b>   |           |           |                       |                     |
| Previous work within the Hospitality Industry   |           | X         | X                     | X                   |
| Experience of supervising or managing others  |           | X         | X                     | X                   |
| Experience of working on large events   |           | X         | X                     | X                   |
| <b>Knowledge</b>  |           |           |                       |                     |
| Demonstrable understanding of Food Safety and legal guidelines that exist within the Food and Beverage industry   |           | X         | X                     | X                   |
| <b>Skills and Abilities</b>   |           |           |                       |                     |
| Excellent communication skills, verbal and written, and an ability to quickly build new relationships   | X         |           | X                     | X                   |
| Excellent customer care skills (for dealing with Student patrons, colleagues, University Staff members and local authorities                            | X         |           | X                     | X                   |
| Able to work as part of a team and also to work independently   | X         |           | X                     | X                   |
| Ability to work to and achieve targets  | X         |           | X                     | X                   |
| The ability to create and maintain strong working relationships.  | X         |           | X                     | X                   |
| A flexible approach to working combined with the ability to work under pressure and to deadlines, whilst maintaining a high standard of professionalism | X         |           | X                     | X                   |
| The ability to motivate self and others   | X         |           |                       | X                   |
| <b>Values, Attitudes and Personal style</b>   |           |           |                       |                     |
| Desire to work within a democratic, student-led environment   | X         |           | X                     | X                   |
| Understanding and commitment to equal opportunities   | X         |           |                       | X                   |
| Committed, positive, outgoing and approachable with a 'can do' attitude   | X         |           |                       | X                   |
| Commitment to using skills and knowledge to help others   | X         |           |                       | X                   |
| Demonstrably high standards of personal integrity   | X         |           |                       | X                   |
| A willingness to occasionally work beyond traditional office hours.   | X         |           |                       | X                   |
| Demonstrates a positive approach to best practice and exceeding customer expectations.  | X         |           |                       | X                   |
| Commitment to own professional development  | X         |           |                       | X                   |

April 2026

# How To Apply

## Applications

To apply please submit your application and CV on our recruitment portal at [ksu.co.uk/careers](https://ksu.co.uk/careers). Please ensure that you pay particular attention in your application to detailing how you meet the requirements of the person specification and note the criteria that is tested at application and at interview.

## Website

Kent Students' Union's website contains further background information about Kent Students' Union to help potential applicants. Potential applicants are encouraged to look at the website prior to applying; the website address is [www.ksu.co.uk](https://www.ksu.co.uk)

## Further Information and Questions

If you require further information, please contact: Johnny Fitzharris, Parkwood Operations Manager, [J.Fitzharris@kent.ac.uk](mailto:J.Fitzharris@kent.ac.uk), 01227 824200

**Completed applications must be received by Monday 11<sup>th</sup> May 2026, 23.59pm.**

