



## **Job Description**

### **Job Title:**

Licensed Trade Assistant, Campus Coffee

### **Responsible to:**

Library Café manager and Duty Supervisors

### **Purpose of the post:**

The post holder will be a member of the Licensed Trade Department. The post holder will exceed customer expectations at all times and carry out duties within a Cafe environment.

### **Duties and Responsibilities:**

1. Customer Care
  - To ensure that customers are treated in a friendly and polite manner and to ensure customer's expectations are exceeded
  - To deal with all customer feedback, in a courteous, efficient and timely manner
  - To ensure Customer Service Level Agreements are adhered to all times
  - To ensure that all areas of the premises are clean and tidy and that any maintenance needs are reported immediately
2. Health and Safety
  - To ensure that Kent Union's Health and Safety and Wellbeing policy is adhered to at all times
  - To help to ensure the health and safety of all customers, suppliers and visitors to Kent Union's premises
  - To undertake all necessary cleaning in adherence with COSHH regulations
3. Cash and Stock Controls
  - To ensure that cash control systems are adhered to at all times
  - To help to ensure stock levels are maintained and rotated where necessary
4. Other Duties
  - To abide by the Union's Constitution, policies and procedures and to the Catering & Licensed Trade operating systems, policies and procedures at all times
  - To contribute to the positive image of Kent Union with other students, the University and the local community
  - To attend appropriate meetings as and when required by the Union and/or line managers
  - To undertake other tasks and responsibilities, compatible with the level and nature of the post, as required by the Union
  - To work in the Union's other outlets if necessary

This Job Description does not form part of your contract of employment.

## Person Specification – Qualities we’re looking for

	Essential	Desirable	Tested at interview	Tested at Application
<b>Qualifications</b>				
Health and Safety Qualification		X		X
First Aid Certificate		X		X
GCSE Maths or equivalent		X		X
<b>Experience</b>				
Demonstrable experience of providing excellent customer care	X		X	X
Best practice with regard to stock management and cash security.		X	X	X
Experience of working in a customer facing environment		X	X	X
Use of EPOS systems		X	X	X
Best practice in cash handling		X	X	X
<b>Knowledge</b>				
Working knowledge of Catering and Licensed Trade trends.		X	X	X
Best practice with regard to stocktaking and cash security		X	X	
<b>Skills</b>				
Excellent communication skills, with the ability to relate to people at all levels	X		X	X
Time management and prioritising tasks	X		X	X
A confident, resourceful and creative individual who can operate in a challenging environment	X		X	X
<b>Values/attitudes</b>				
Evidence of commitment to continuing personal and professional development	X		X	X
Commitment to equality of opportunity who values diversity and removes barriers to equality	X		X	
A strong commitment to working in a democratic and student led environment	X		X	X
Positive, enthusiastic, determined and resilient enough to cope with the demands of the role	X		X	X