



## **Job Description**

<b>Job title:</b>	<b>Licensed Trade Assistant, The Venue Student Staff</b>
<b>Responsible to:</b>	The Venue General Manager, The Venue Duty Manager and Team Leaders.
<b>Hours of work:</b>	Approx. 10 hours per week, as part of their shift pattern.  The post holder will be required to work weekends and late nights into early mornings including Welcome Week and Summer Ball.
<b>Purpose of the post:</b>	The post holder will be a member of the Licensed Trade Department, which manages a large nightclub, a cafe and Woody's bar. The post-holder will exceed customer expectations at all times and work within a busy nightclub environment.  Authority and direction is delegated from the Union's Trustees, via the Commercial Operations Manager, The Venue General Manager and the Venue Duty Manager.

### **Duties and Responsibilities:**

#### 1.0 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.

#### 2.0 Health and Safety

- To ensure that Kent Students' Union's Health and Safety policy is adhered to at all times.
- To ensure that all areas of the premises are clean and tidy and that any maintenance needs are reported immediately.
- To help to ensure the health and safety of all customers, suppliers and visitors to Kent Students' Union's premises.
- To undertake all necessary cleaning in adherence with COSHH regulations.

#### 3.0 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.

#### 4.0 Other Duties

- To abide by the Union's Constitution, policies and procedures and to the Licensed Trade operating systems, policies and procedures at all times.
- To contribute to the positive image of Kent Students' 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 that we are 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 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
Sound judgement and ability to handle competing priorities	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
Someone who is positive, enthusiastic, determined and resilient enough to cope with the demands of the role	X		X	X