



Job Description

Job title:	Licensed Trade Assistant, Woody's Bar Student Staff
Responsible to:	Parkwood Operations Manager, Duty Supervisors and Team Leaders.
Hours of work:	Approx. 10 hours per week, as part of their shift pattern. The post holder will be required to work weekends, evenings and some weekdays including Welcome Week and Summer Ball.
Purpose of the post:	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 environment.

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
Qualifications				
Health and Safety Qualification		X		X
First Aid Certificate		X		X
GCSE Maths or equivalent		X		X
Experience				
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
Knowledge				
Working knowledge of Licensed Trade trends.		X	X	X
Best practice with regard to stocktaking and cash security		X	X	
Skills				
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
Values/attitudes				
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