

## Job Description

### About Union

Union represents approximately 35,000 students at Anglia Ruskin University (ARU) across campuses in Cambridge, Chelmsford, Peterborough, Writtle and London. In addition, we provide a range of services; academic and welfare advice, support to students running societies and volunteering opportunities in and around the campuses. Whilst we play an important student representative role that sometimes sees us challenge the University, we work closely with them and support areas of delivery within their strategy.

**Mission:** A student-powered union where every voice matters, every campus connects, and good vibes are part of the culture.

**Model:** Five Campuses, One Union

### Pillars and Foundation:

- A) We will put students in charge
- B) We will extend students' rights and opportunities
- C) We will build and nurture communities
- D) Multisite organisation and functionality

**Job Title:** Chelmsford Outlet Staff

**Department:** Commercial

**Reports to:** Outlet Manager

**Salary:** £12.60 per hour

**Hours of work:** Zero hours contract, flexible and minimum commitment

**Place of work:** Chelmsford campus

**Purpose of the role:**

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

**Key Responsibilities:****Outlet Assistant Activities**

- Assisting the 92 Café Manager
- Preparing and making barista style hot drinks
- Preparing and cooking basic menu items to order
- 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 ARU students
- 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 Students' Union space
- To create a welcoming environment for all at ARU
- 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:

- 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

Union expects all staff to participate in any training program considered relevant to your job and encourages 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 Union departments. 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, Elections, Open Days and any other key events. Staff are expected to portray a positive image, both internally and externally of the organisation by displaying high standards of service, integrity, punctuality, politeness and professionalism.

Please note, that all employees are subject to pre-employment checks including a Disclosure and Barring Service check if required for the role.

Person Specification

Criteria	Essential	Desirable	How Identified
<b>Education/Qualifications</b>			
Minimum G.C.S.E. or Level 2 equivalent English and Maths		✓	Application/ Evidence
<b>Knowledge &amp; Experience</b>			
Awareness of current Food Safety and Hygiene Laws and practices	✓		Application/ interview
Cash handling experience		✓	Application/ interview
Experience of working effectively in a team	✓		Application/ interview
	✓		Application/ interview
<b>Skills &amp; Abilities</b>			
Strong customer service skills	✓		Application/ interview
Great communication skills	✓		Application/ interview
Problem solving skills		✓	Application/ interview
<b>Personal Qualities</b>			
Calm approach	✓		Application/ interview
Flexible and adaptable approach to work and working hours	✓		Application/ interview
Customer focused with the ability to work with a range of people	✓		Application/ interview
<b>Other</b>			

Understanding of and commitment to the principles of equal opportunities	✓		Application/interview
A desire for self-development, willing to engage in training opportunities	✓		Interview