

## 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:** Cambridge Outlet Staff

**Department:** Commercial Services

**Reports to:** Cambridge Outlet Manager

**Salary:** £12.60 per hour

**Hours of work:** Flexible, zero hours contract

**Place of work:** Cambridge

**Purpose of the role:**

To assist the Students' Union in delivering an outstanding customer experience through our shops and cafes on the Cambridge campus. Postholders will be required to work across all the outlets.

### **Key Responsibilities:**

- Assisting the Cambridge Outlet Manager in the day to day operation of the outlets
- Adhering to Food Safety and Hygiene Laws and practices at all times
- Daily stock replenishment to ensure maximum availability across all outlets
- Responsible for cash handling and tills throughout your shift
- Assisting in the receiving and recording of deliveries
- Assisting with, and carrying out, the opening and closing of outlets
- Assisting in monthly stocktakes
- To help promote and advertise the events available to students of ARU
- To help keep the outlet clean and presentable at all times
- 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 Student Union space
- To create a welcoming environment for all at Anglia Ruskin University
- To promote inclusivity, be respectful of diversity and to promote equal opportunities.

### **Other:**

- Carry out any other duties or projects as many 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 outlets will predominantly be open weekdays, during the day, 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

**Benefits of the role:**

- Uniform provided
- Flexible working hours
- Fixed term role that may lead to further employment within the Students' Union
- Great networking opportunities
- Meeting new people and making new friends
- Training opportunities

Successful candidates will demonstrate the Unions' core values, striving to deliver exceptional customer experiences.

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>			
Previous experience in a customer service focussed role		✓	Application/ Interview
Cash handling experience		✓	Application/ Interview
Awareness of Food Safety and Hygiene Laws		✓	Application/ Interview
<b>Skills &amp; Abilities</b>			
Good communication skills	✓		Application
Strong multi-tasking skills		✓	Application/ interview
<b>Personal Qualities</b>			
Calm and considered approach when working under pressure	✓		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	✓		Application/ interview