

Barista

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| Contract: | Fixed term |
| Hours of work: | Up to 20 hours per week |
| Salary: | From £8.60 plus holiday pay (or national living wage for 21 and over) |
| Location: | Kedleston Road, Friar Gate Square, Markeaton Street, Derby |

The Blends outlets are seeking to recruit baristas for the start of the new academic year.

We are looking to hire Students who are enthusiastic, passionate and customer focused, with a desire to learn and work in a variety of fast-paced, fun, and ever-changing environments.

Ideally, candidates either will have experience in a customer facing role, like bar or barista work. However, the Union will fully train all successful applicants.

In return, the Union can offer you flexible working hours to fit around your study, holiday pay, and the opportunity to make new friends.

****We reserve the right to close this advertisement early if we receive a high volume of suitable applications****

Applicants chosen to progress to the interview stages will be contacted via email to arrange an interview on the 2nd or 3rd of September. Full training will be given to all successful applicants following interviews, this will be held on the 10th and 11th of September.

The Union of Students' is an equal opportunities employer and can objectively justify why certain roles are designated for students. We have a commitment to provide casual employment to students where roles are identified that suit such a cohort.

We are an equal opportunities employer; and encourage and value diversity for our employees. We are happy to discuss any reasonable adjustments individuals may require in the recruitment process, on commencement or once in post. We will consider flexible working arrangements and champion equal opportunities, equality, and dignity in the workplace.

JOB DESCRIPTION AND PERSON SPECIFICATION

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| Job Title | Barista |
| Reporting to | Outlets Management |
| Place of Work | Union of Students, Commercial Outlets |
| Hours of Work | Flexible hours up to 20 hours per week, including working at evening & weekend events and, to cover annual leave / sickness. |

Purpose of Role:

The main purpose of the role is to provide high quality customer care and service to ensure that all customers are served food and beverages efficiently and in a timely manner. To uphold and maintain the cleanliness of all Union outlets, to be responsible for opening and closing the outlets, and completing all routine organisational checks and paperwork as required. To promote a positive and professional image of the Union of Students to its members, customers, and stakeholders at all times.

RESPONSIBILITIES:

Cash Handling

- To conduct end of day cashing up and cash uplifts during shift, ensuring the correct floats and limits are maintained.
- To ensure that any monies taken from the customers are correctly accounted for and any change given is of the correct amount.
- To ensure that all policies and procedures are adhered to without compromise.

Operational Management

- To adhere to the closing and opening procedures.
- To serve customers efficiently and effectively in accordance with the standards of the Union of Students Customer Service Policies.
- To ensure that no activity takes place on the premises that may result in the suspension or loss of the outlet license.
- To ensure Union outlets are kept fully stocked at all times during the day or evening shifts.
- To ensure that all deliveries are processed in accordance with policies and procedures and ensuring stock rotation of all stock.
- To ensure that outlets are kept clean and tidy, to uphold all environmental health measures and to help improve on them.
- Ensure all paperwork is processed in accordance with procedures.
- To attend all team meetings.
- To assist in any commercial promotional activities.
- Adhere to all policies and procedures of the Union.

Other Key Tasks

- To be polite to customers and present a positive image of the Union at all times.
- To ensure that the staff dress code is adhered to.
- To clean the outlets to and high standard as trained and complete relevant paperwork.
- To carry out stock rotation duties and pest checks as required and complete relevant paperwork.
- To ensure all hours worked are recorded accurately on the correct timesheet.
- To work in a team, being adaptable and flexible, working with colleagues to produce the standards required and to cover other team members as necessary.
- To work co-operatively with other Union staff and Officers, as well as relevant external organisations.
- To adhere to the highest standards, especially of customer service and safety.
- To seek to continually develop and improve Union facilities and services.
- To perform any other additional reasonable duties as deemed appropriate.
- To work and assist in the preparation for any key events and private outlet bookings.
- To work at the key events each year, for example, Fresher's Fair and Elections.
- To attend and complete all annual outlet training such as the Health & Safety and Food Hygiene course which allow you to carry out the role of Barista.

General Notes

- The principle roles and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.
- Staff are required to participate in training, meetings or conference considered relevant to their job. Staff must carry out their duties with full regard to the rules policies and procedures and conditions of service contained in the staff handbook.
- A condition of the employment is that all staff are expected to assist in key events throughout the year e.g., Freshers Fair, Student Balls and any other key events, including elections if necessary. Staff are expected to portray a positive image both internally and externally of the Union by displaying standards of service integrity, punctuality, politeness and professionalism.

This list is not exhaustive and is a general indication - the role holder will be expected to complete any reasonable task requested of them.

Person specification for Barista:

| CRITERIA | Requirement | Application | Interview Day |
|---|--------------------|--------------------|----------------------|
| REQUIREMENTS: | | | |
| Studying at Derby University | Essential | ✓ | |
| Be available for an immediate start following a successful interview | Essential | ✓ | ✓ |
| Be available to work flexible and unsociable hours from early mornings to late nights | Essential | ✓ | ✓ |
| EXPERIENCE: | | | ✓ |
| Of handling Cash | Desirable | ✓ | ✓ |
| Of giving excellent levels of customer service | Desirable | ✓ | ✓ |
| Of working in a similar hospitality environment | Desirable | ✓ | ✓ |
| Of working effectively in a team and using own initiative | Desirable | ✓ | ✓ |
| ATTRIBUTES/SKILLS: | | | ✓ |
| Excellent interpersonal and communication skills at all levels over complex issues (written and oral) | Essential | ✓ | ✓ |
| Able to create and maintain good working relationships with our members, staff and promoters | Essential | ✓ | ✓ |
| Ability to work in a fast paced environment | Essential | ✓ | ✓ |
| Able to overcome problems in a constructive manner | Essential | ✓ | ✓ |
| Excellent timekeeping | Essential | ✓ | ✓ |
| Presentable at all times | Essential | ✓ | ✓ |
| VALUES AND ETHICS | | | |
| Desire to work within a democratic and student led environment | Essential | ✓ | ✓ |
| Understanding and commitment to equal opportunities | Essential | ✓ | ✓ |
| Desire to work within an organisation which serves a culturally diverse membership | Essential | ✓ | ✓ |
| Committed, positive, outgoing and approachable with a 'can do' attitude | Essential | | ✓ |

