

Bar Assistant

Job Description

The Role

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| Job title: | Bar Assistant |
| Department: | Commercial Services |
| Responsible to: | Bar Manager |
| Location: | Royal Agricultural University, Cirencester |
| Salary: | Grade 3: £21,253.50 - £23,144.40 per annum |
| Hours: | Average 35 hours per week, including weekends and evening work on a rotating shift |
| Term: | Permanent. Full time |
| Relationships with: | Customers, students, staff and suppliers |

The Purpose

We operate our bars all year round, serving a variety of clients, ranging from our student population to conference and event guests, ensuring all guests receive a friendly, enthusiastic and customer focused service.

You will be responsible for ensuring all of our guests receive excellent service, making sure drinks arrive smoothly, efficiently and with a smile. You will also be key in ensuring our bar areas are kept clean and tidy. Demonstrating a passion for the job and sense of pride in where you work is crucial to delivering this role.

Opportunity to progress and learn the trade will be provided and those who take initiative and work hard can quickly find themselves excelling at the RAU.

Key Responsibilities

- Operate as a representative of the University's catering & hospitality team, with high attention to detail, professional behaviour and demonstrating a "can do" attitude.
- Preparation of professional bar setups, and service of high-quality food and beverage service
- Assist Commercial Catering teams in set up and delivery where required.
- Provide a high quality of service pitched to all our various customer's needs; working to the departmental values and SLA's with a high standard of approach and delivery to customers whether working individually or as part of a larger team

- Maintaining a clean and organised bar area, including quickly responding to spills and other health and safety hazards
- Awareness and application of all licensing legislation with acute understanding of responsible drinking and duty of care to customers.
- Maintain a professional relationship at all times with all customers and stakeholders even under high pressure situations.
- Utilise the various till systems accurately to take orders and process payments and run low level reports as required.
- Be responsible for delivering services to the agreed standards at student bars, function bars, conference bars and various drinks receptions
- Adhere to and promote all Departmental, Institutional & Legal procedures such as COSHH, Health Safety and Welfare, maintenance requests, reporting of incidents, cash & stock Handling locking up and security
- Have a flexible approach to working at Events/Functions Event/Client Management as required for Events & Functions
- Monitor and replenish stock levels as required, highlighting low level stock to management team to ensure consistent delivery.
- Maintain a high standard of personal appearance, and to wear the correct uniform at all times
- Clear tables, wiping surfaces, sweeping and mopping of floors regularly and operating the dishwasher to ensure ample glassware is available
- Change barrels, accept orders into stock and process line cleans as required.
- Work in other areas within the Commercial Operations Department as required
- Work sustainably and efficiently, sorting of waste for recycling and disposal of incorrect recycling. Responsible for usage of utilities and resources
- Undertake such other duties as may be requested by the Bar Management team or Associate Director of Commercial Services

University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences

Person Specification

| Requirements The post holder must be able to demonstrate: | Essential or Desirable | Measured By A) Application Form B) Interview |
|---|---------------------------------------|--|
| Education & Qualifications | | |
| A good standard of education – GCSE or equivalent | E | A |
| Excellent interpersonal and customer care skills | E | B |
| Basic Food Hygiene Certificate | D | A |
| Personal Licence | D | A |
| Bar or Catering Experience | D | A, B |
| Experience | | |
| Cash handling experience | D | A, B |
| First Aid Qualified (or willingness to undertake qualification) | E | A |
| Knowledge, Skills, and Abilities | | |
| Flexibility in working hours | E | A, B |
| Basic IT Skills | D | A, B |
| Working Conditions | | |
| Ability to be able to lift and move heavy objects up to 25kg | E | A, B |

General Responsibilities

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training.

Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.

- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

Staff Benefits

We offer a range of Staff Benefits including a 35-hour working week, a generous 30 days annual leave entitlement plus bank holidays (pro rata for part time posts), pension scheme, free and guaranteed parking on campus and free shuttle bus from campus to Cirencester town centre, discounted catering facilities, discounted onsite gym, free library services, employee assistance programme, occupational health and counselling services, cycle to work scheme and staff development opportunities.

Further details of the full range of staff benefits available can be found on our [website](#).

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk.
- **Closing date:** 9 January 2025 with **Interviews on:** 23 January 2025
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are underrepresented within the RAU at this level.