

**UNIVERSITY OF SALFORD STUDENTS’ UNION**

APPLICATION PACK:

Bar Supervisor

July 2019

**Notes for Applicants**

**SECTION 1: THE STUDENTS UNION**

We hope that by reading this information it will tell you a bit more about how the Students’ Union works and how it is governed and managed.

**1.1 The Students’ Union**

The University of Salford Students’ Union is the independent representative body of students at the University of Salford. The Students’ Union is a registered charity.

**Our Vision (what we will be and do)**

*“We will confront and overcome the barriers to learning to ensure all Salford students are unstoppable”*

Our Mission (what we are here to do)

*“We empower students to make change and succeed”*

Our Values (who we are and what guides us)

• **Student-powered**: We are undeniably focussed on the needs of our members

• **Change-makers**: We are creative, progressive and kind

• **Straight-forward**: We are open, candid and proactive

• **Effective**: We are professional and collaborative

• **Inclusive**: Equity is at the heart of everything we do.

Our Promises to students (Strategic themes to be developed)

USSU promises that we will:

1. Offer something for every student

2. Make the changes students want to see within three years

3. Nurture students’ personal and professional development

4. Help students to be happy and healthy at Uni

5. Be an outstanding organisation focussed on students

Enablers (what will make all this happen)

• Prioritisation Framework

• Impact Framework

• People Strategy

• Finance Strategy

• Marketing and Communications Strategy

**1.2 Governance**

The Union is democratically controlled by its members through the annual election of a team of student representatives who form the Union’s Trustee Board. The membership of the Trustee Board is as follows:

* Five Sabbatical Trustees (1 x President, 4 x Vice Presidents)
* Four Student Trustees
* Four Non Student Trustees (appointed by the sabbatical and student trustees)

The Trustees determine policy for all areas of Union activity. The Sabbatical Trustees are full time officers of the organisation and work for the Union for a year either during or at the end of their degree course in order to represent students on a full time basis

The Sabbatical Trustees work alongside the permanent Union staff to implement and carry out the strategy and policies set by the Trustee Board. The permanent staff team is managed by the Chief Executive, who is directly accountable to the Trustee Board for the Union’s performance.

**1.3 Finance & resources**

The Union receives an annual grant from the University to fund its activities, and has an annual turnover from its commercial operations in excess of £2m. The grant and the surpluses generated from the commercial operations enables the Union to spend over £900,000 on the direct provision of student representation, recreation and development activities. 35 people make up the permanent staff team and approximately 70 student casual staff members are employed on a seasonal basis. The Union has approximately 19,000 student members and provides services to a further 2,500 people who work in the University.

The Union’s offices are located on the main University campus, with some of its commercial services located elsewhere around the University. Staff may be required to work at any of these locations either temporarily or permanently, however, the Union does take personal circumstances into account as far as possible when deciding who works where.

**1.4 Student services**

The Union is involved in a very wide range of activities. Its core purpose is to represent students and provide activities for them to enhance the student experience. The Union organises campaigns on issues of concern to the generality of students, administers the work of over 110 different student activity groups, trains and develops over 700 student representatives and operates a Student Advice Centre.

The Union’s commercial activities and interests include three shops and a food led licensed venue. The Union also has commercial partnership agreements enabling it to house a print shop and a hairdresser within its building.

**Section 2**

**UNIVERSITY OF SALFORD STUDENTS’ UNION**

**Job description: Bar Supervisor**

|  |  |
| --- | --- |
| 1. **Job Title:** | Bar Supervisor |
| 1. **Responsible to:** | Venue Manager |
| 1. **Responsible for:** | Student Staff |
| 1. **Purpose of Post**: | To Support the venue management team, and drive the commercial services of the Bar within the Students’ Union, delivering Key Performance Indicators including; financial performance, team management and Union strategic aims and values |

1. **Main duties and responsibilities:**

**Business Development & Compliance**

* To assist the management team in the performance and development of the bar to increase turnover and profitability and be in line with current trends
* To assist the management team to ensure high standards of customer safety, ensuring compliance with all licensing legislation, keeping up to date with and adhering to legislative requirements and policies
* To ensure supplier confidence through correct management of systems and procedures
* To offer our members and customers an exciting and vibrant experience through the generation and development of new ideas for the bar
* Work alongside the management team and NUS to ensure our range of products and cocktail are on trend and are suitable for the student market
* To assist the Venue Manager and act as a Duty Manager for the premises in line with the Unions procedures and relevant legislation

**Service Provision**

* To assist in ensuring a cohesive food and beverage service is maintained in the bar
* To ensure that the bar is clean and tidy, well promoted and operates to a high standard
* To recognise customer service standards, making use of customer feedback to celebrate success and make improvements
* To keep up to date knowledge and understanding of best practice in the students’ union sector and beyond, in order to disseminate this to students and colleagues
* To keep up to date knowledge and understanding of best practice in the hospitality sector, in order to share this knowledge with the management team and staff
* To foster productive working relationships with staff and stakeholders for the benefit of the bar
* To assist in setting, monitoring and reporting progress against projected budgets, targets and service standards
* To monitor customer feedback and make recommendations for the business
* To support the work of regional and national initiatives and accreditation

**Staff Management**

* To assist in and take responsibility for staff line management to ensure staff performance contributes the delivery of organisational objectives and targets and to monitor these on a regular basis
* To assist in and take responsibility for workforce planning for the delivery of the operation and make adjustments based on the needs of the business
* To deliver and take part in team meetings as a way for providing feedback on the operation of the cafe, staff performance and customer service
* To deliver training and development of staff to maintain high levels of performance and effectiveness
* To take part in the recruitment and induction for new staff team members and maintain relevant training records

**Financial Process and Management**

* To assist and take responsibility for the cash management within the bar, ensuring all processes are followed and completed by the staff team in line with Union policies
* To maintain correct use and good housekeeping of all relevant electronic systems, such as Stock Control, EPOS, Payroll and Staff Management (training will be given)

**Relationship Management**

* To work with the student staff team to deliver consistent service standards for the bar, ensuring a consistent and high quality experience for all members.
* To work with partners and stake holders including, suppliers, the University & responsible bodies
* To foster productive working relationships across the organisation

**Values**

* Personally role model the Students’ Union values. To assist in embedding these values throughout the organisation taking responsibility for nurturing a collaborative and inclusive working environment for staff at all levels.
* Support the Venues Management in providing strong focused leadership for staff creating a team which will both individually and collectively, sustain the Students’ Union for the long term.
* To embed the organisation’s values within all service standards

**Other duties**

* To abide by the Students’ Union constitution, policies and procedures at all times and contribute to the positive image of the Students’ Union with the students, the University, the local community and wider stakeholders
* To undertake such other duties of a comparable nature as may be requested by the Union Management Team from time to time.

**Equality and diversity statement**

We care about the diversity of our members and staff and believe that what makes us different is what makes us better. We are committed to providing a workplace that embraces diversity, is enthusiastic about equality and promotes opportunity for all.

**Our organisation (University of Salford Students’ Union - USSU) welcomes applications from black and minority ethnic candidates as they are under-represented within the USSU workforce.**

We will provide equality of opportunity and will not tolerate discrimination on grounds of gender, gender identity, marital status, sexual orientation, race, colour, nationality, religion, age, disability, HIV positivity, working pattern, sub culture, caring responsibilities, political beliefs – or any other grounds.

We will demonstrate our commitment by:

* promoting equality of opportunity and diversity within the environment we operate in
* treating our customers, colleagues and partners fairly and with respect
* building a workforce which reflects our students, aiming for even representation
* encouraging recruitment from groups currently under-represented
* promoting an environment free from discrimination, bullying and harassment, and tackling behaviour which breaches this through our senate sanctioned Zero Tolerance policy
* recognising and valuing the differences and individual contribution that people make
* ensuring people have a healthy and nice environment to work, develop and grow in through our ‘great place to work’ measures
* operating above and beyond our charitable and legislative requirements and best practice
* expecting and receiving excellence from all staff on these commitments – ensuring all staff are personally responsible for promoting these principles

**Section 3:**

**Person Specification**

Applicants should demonstrate evidence of the following criteria in their applications. We will use a range of selection methods to measure candidates’ abilities in these areas including reviewing your online application, seeking references, inviting shortlisted candidates to interview and other forms of assessment action relevant to the post.

**E is Essential, D is Desirable**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **E** | **D** | **Tested by** |
| **Qualifications and Experience** | | | |
| Good general level of education | x |  | A |
| Proven success in a high performing and customer focused commercial role | x |  | A/I |
| Hold a personal license, or working towards |  | x | A |
| A First Aid Certificate or willingness to undertake relevant training. |  | x | A |
| Food Hygiene Level 2 |  | x | A / I |
| Experience of working in Students’ Unions |  | x | A / I |
| Previous responsibility for a bar operation, overseeing health & safety and food hygiene. |  | x | I |
| Previous experience of working with staff to achieve results in a customer focused environment | x |  | A |
| Working in and forging successful relationships and partnerships with a wide range of individuals | x |  | A / I |
| **Skills and Abilities** | | | |
| Ability to oversee staff, creating an environment where staff are motivated and supported to achieve team and organisational goals | x |  | A/I |
| Commercial acumen and financial planning skills |  | x | A / I |
| Sound IT and technological skills in the use of day to day work and operations | x |  | A/I/T |
| Excellent interpersonal and communication skills (written and oral) | x |  | A/I |
| Ability maintain positive relationships with staff and a wide range of stakeholders | x |  | A/I |
| Ability to manage tasks and priorities | x |  | T |
| Ability to work in a team | x |  | T |
| Self-motivated and self reliant | x |  | T |
| Excellent interpersonal and communication skills | x |  | A/I |
| Experience of sound and AV technology and equipment |  | x | A/I |
| **Knowledge and Understanding** | | | |
| A knowledge of relevant H&S, Risk Assessment, Licensing, Food Hygiene and Fire Regulations. |  | x | I/T |
| An understanding of customer service and operations management | x |  | A |
| An understanding of the commercial trends and developments in the sector and Students’ Unions. |  | x | I |
| A knowledge of best practice in financial management |  | x | A/I/T |
| **Values and personal qualities** | | | |
| Desire to work within a democratic student led environment. | x |  | A/ I |
| Understanding and commitment to equal opportunities. | x |  | I |
| Desire to work within an organisation servicing a culturally diverse membership. | x |  | I |
| Committed, positive, outgoing and approachable with a ‘can do’ attitude. | x |  | I/T |
| Demonstrably high standards of personal integrity. | x |  | I/T |
| Highly motivated to deliver success | x |  | I/T |

**Tested by:** A (Application form), I (Interview). T (Work Trial)