

Role Profile

Role title:	Bar Assistant
Salary:	£12.00 per hour + holiday pay
Full/Part Time:	Part-Time
Contract term:	Zero Hours, Fixed-Term until August 2025
Accountable to:	Bar Team Leader, Cellar Supervisors and Bar Management
Accountable for:	N/A
Hours:	Zero Hours, approximately 15 hours per week during term-time
Location:	Usually located at the main Students' Union Building and Manchester Academy venues
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK at the point of employment and a current student at either University of Manchester, Manchester Metropolitan University or University of Salford in the 2024-2025 academic year.
Benefits:	We offer a great range of benefits. You can see them here .

Our Organisation

We are Manchester Students' Union, the biggest SU in the country, supporting over 40,000 students throughout their time at university. We help to make student life the best it can be by supporting students to campaign for change, creating opportunities to meet new people, providing employment opportunities, providing advice and support and being a safe place on campus.

We are a values-centred organisation that employs around 90 permanent, full-time members of staff. We recruit a wide range of roles throughout the year within all our departments from our Commercial team operating Manchester Academy Venues, 13 Media, Bar 532 & Kitchen and Corridor Coffee to our Student Activities, Student Engagement, Marketing and Communications, Finance, HR and Facilities teams. Our team of around 400 part-time, studying staff are instrumental in providing support to all departments as well as leading major projects like Student Angels. When you join UMSU, you'll be immersed in an environment that empowers staff to make great things happen and we're always on the lookout for innovative, passionate, and proactive people to join us.

Our staff team is led by our senior leadership team who are instrumental in driving our strategy at UMSU. It's made up of our CEO, COO, 3 Directors and 2 Associate Directors. We are governed by our trustees and Exec Officers, you can find out more about that [here](#). All our permanent, full-time roles are graded (Grade A-E) which means that there is a clear path to your development and progression whilst at UMSU.

Our Organisational Values

Our values are really important to us and shape the work that we do every day. As part of our recruitment process, we want you to demonstrate how your experiences, behaviours and skills align with our values.

Our values are

- We put students at the heart of what we do
- We provide a 'great experience' service
- We believe in improvement and progression
- We are a community
- We are open and transparent
- We are inclusive

You can find more detailed explanations of our values on [our website](#).

Role Overview

You'll be working in one of Manchester's iconic music venues - Manchester Academy Venues and you may also be asked to work on the Student Union bar. The Manchester Academy bars operate high volume bar service during our many live entertainment events and our 532 Bar and Kitchen team aim to deliver a high standard of customer service in a student friendly environment. You'll support the evening operation of the bars by serving large numbers of customers, maintaining and restocking the bars and assisting with opening and closing of the bars. This will contribute to the Students' Unions commercial departments financial targets which enables key student support infrastructure to operate out of the Students' Union building, e.g. student advice, student activities etc.

You'll be given thorough training in the hospitality field with a program that covers general bar work, cloakroom management and customer interactions, which can be applied to a wide range of career options.

Our ideal candidate will be approachable and engaging with customers as well as adaptive to challenging situations. You must be able to remain calm in busy and loud environments and be able to use your initiative to identify and prioritise tasks during down time to maintain the bars operations. We're looking for someone reliable and can be counted on to attend shifts, delivering consistent high standards in line with the company expectations.

Shifts and Working Hours

Your standard working hours will primarily involve evening and late-night work as events regularly finish between 11pm and 6am. You will be required to be available to work on Friday and Saturday nights during term-time (these are the busiest nights of the week for a late-night hospitality role), Welcome Weeks and Halloween are also compulsory shifts. The role does offer flexible hours, however, we require a commitment of at least 2 shifts per week during peak times (September-December and February-May). We offer flexible elective hours over Christmas, Easter and summer.

As a live music venue, shifts are subject to cancellation at short notice and you may be required to work at short notice based on your given availability, dependent on the demands of the entertainment industry.

Please be aware that the role involves long periods of standing in a very noisy environment.

Key Result Areas

Responsible for
You'll be serving customers in a busy environment which includes making drinks, handling cash, and delivering excellent customer service
You'll consistently ensure that licencing laws and Union Responsible Drinking Guidelines are adhered to
You'll use an EPOS system to process all customer payments
You'll follow our stock management processes as directed, refilling stock areas when required
You'll collaborate with other on-shift team members to maintain a clean bar within our health and safety standards

Organisational Stewardship & Leadership Responsibilities

- You'll participate in team planning days.
- You'll assist in key Students' Union events & activities throughout the year including Welcome Week, elections and supporting the officers in delivering their plans.
- You'll perform duties in line with the Union policy & procedure framework.
- To contribute to maintaining communal areas and team stores.

Person Specification

Criteria	Assessed at:			
	Application Form	Interview	Group Task	All
Education				
We accept candidates from any educational background.				
Understanding of Licencing Law		✓		
Skills				
Communication – confident with communicating with a range of stakeholders, great at resolving conflict, able to give and receive feedback, being approachable	✓			✓
Adaptability – great at working collaboratively with team members, adaptable to changing circumstances, working in a fast-paced environment and the changing needs of customers		✓		
Independent – great at working with autonomy, uses initiative to identify tasks,		✓		

confident at working independently without supervision or direction				
Conflict resolution – confident at resolving conflict, handles problems effectively, great at creatively coming up with solutions		✓		
Personal Attributes				
Reliable – does what they say they will do, great at communicating changes in availability in advance, attends shifts on time		✓		
Multi-tasking – able to handle multiple demands at the same time as delivering excellent customer service, great at identifying tasks that need to be done, confident in prioritising tasks with no instruction		✓		
Teamwork – great at working collaboratively with team members, adaptable, contributes to achieving team goals, works well with others to problem solve	✓			✓
Approachable – great at always maintaining a friendly and approachable demeanor, confident in handling customer enquiries and complaints, works well within a team and can build good working relationships	✓			
Values & Behaviours				
Align with the SU's values and behaviours both personally and professionally	✓			

Our Recruitment Process

The way that we recruit is designed to be fair, transparent, and inclusive as well as being an enjoyable experience for everyone involved. You should expect to receive great communication and a warm, welcoming experience.

Every member of staff is recruited the same way, by submitting an application form and attending an interview. We use a recruitment platform called StaffSavvy where you'll submit your application and book interviews, if successful.

Our process allows you to show us your authentic self, gives you a platform to display your skills and knowledge in relaxed and welcoming setting. We'll never put you under any necessary pressure on you, ask you trick questions or interrogate you in an interview and we'll support you all the way through our process.

You can find more information about our recruitment process on [our website](#).