

Role Profile

Role title:	Commercial Catering Internship
Salary:	£18,811 per annum, based on 0.74 FTE salary of £25,360
Full/Part Time:	Part-Time
Contract term:	Permanent
Accountable to:	Catering Manager
Accountable for:	Studying student staff
Hours:	30 Hours per week for a total of 45 weeks
Location:	Usually located at the main Students' Union Building
Eligibility:	Open to applicants with relevant skills and experience who have graduated in the last year and are eligible to work in the UK.
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 48,000 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

The Catering Intern is a practical development role based across Corridor Coffee and the Students' Union food huts. Working alongside the Catering Manager, Catering Assistant and studying staff, you'll help deliver fast, friendly and inclusive food and drink service for students, University staff and visitors.

This is an annualised-hours role covering 1,200 hours across the contract year, normally worked as 30 hours per week over 40 working weeks aligned to the academic and catering calendar. Salary is spread evenly across 12 months, providing a regular monthly income even though working hours are concentrated during the busier trading periods.

The role combines hands-on service with structured learning and development. You'll build skills in barista service, food preparation, opening and closing routines, EPOS and cash processes, stock rotation, waste control, food safety, allergen management and customer service.

Over the course of the internship, you'll also develop a broader understanding of how a commercial food and drink offer is created and improved. This may include supporting product trials, menu and range development, promotions, pricing and value activity, and using sales information and customer feedback to understand what is working. As your knowledge and confidence grow, you'll be given greater autonomy to coordinate parts of the operation, help guide studying staff and take ownership of practical projects designed to improve sales, service, availability or the customer experience.

Every commercial pound generated by our catering outlets supports the work of Manchester Students' Union. This makes the role an opportunity to develop a broad foundation in commercial hospitality while directly contributing to an affordable, welcoming and high-quality student food and drink offer.

Key Result Areas

Responsible for	Contributor to
Delivering warm, proactive and efficient service across Corridor Coffee and the food huts, including queue management, till transactions, product knowledge, product availability and service recovery.	Wider catering customer experience standards, student value, repeat custom and customer feedback activity.
Preparing and serving coffee, food and grab-and-go products consistently, following agreed	Menu development, product trials, promotions, meal-deal activity and supplier-led training.

recipes, presentation standards, portion controls and service methods.	
Supporting the development and improvement of the food and drink offer by monitoring customer demand, product performance, availability and feedback. As experience grows, taking ownership of agreed product trials, promotions or outlet improvement projects.	Pricing and value activity, menu and range development, sales growth, average spend, repeat custom and the creation of a commercially sustainable student offer.
Supporting opening, closing and daily outlet readiness, including equipment checks, tills, displays, replenishment, cleaning, handovers and keeping service moving during busy periods.	Rota planning, shift coordination, Welcome activity, Open Days, graduation trading and other peak trading periods.
Following food safety, allergen, health and safety, COSHH, temperature-control and cleaning procedures, completing records accurately and raising concerns promptly.	Risk assessments, audits, due-diligence systems and the development of a positive everyday safety culture.
Supporting deliveries, stock rotation, stock counts, availability checks, waste records, accurate EPOS use and cash-handling processes.	Gross-profit improvement, purchasing discipline, stock accuracy, waste reduction, product availability and sustainable working practices.
Role-modelling service and operational standards, communicating clearly, helping new colleagues settle in and supporting studying staff during shifts as confidence and experience develop.	Student employment, induction, coaching, engagement, recognition and progression opportunities.
Taking ownership of an agreed development plan, completing training, responding positively to feedback and using customer comments, sales information and operational learning to suggest practical improvements. As confidence grows, taking greater responsibility for coordinating parts of the operation and delivering agreed improvement projects.	Wider catering strategy, cross-outlet learning, service improvement, commercial development and future career progression.

This is not an exhaustive list of responsibilities and you may be asked to carry out other duties appropriate to the role.

Person Specification

<u>Criteria</u>	<u>Assessed at:</u>			
	<u>Application Form</u>	<u>Interview</u>	<u>Interview Task</u>	<u>All</u>
<u>Education</u>				
We accept candidates from any educational background.				✓

<u>Skills & Knowledge</u>				
Customer service – able to create a friendly, welcoming and inclusive experience and communicate confidently with a wide range of customers.	✓	✓		
Practical hospitality skills – willing and able to learn barista service, food preparation, product presentation and day-to-day outlet routines.	✓	✓		
Safety and compliance – able to follow food-safety, hygiene, allergen and health-and-safety procedures carefully and consistently.		✓		
Organisation and reliability – able to plan work, arrive on time, follow rotas and complete tasks accurately during busy periods.	✓	✓		
Numeracy and digital confidence – comfortable using tills, basic reports, stock sheets and workplace systems, with training provided.		✓		
Commercial curiosity – interested in how sales, availability, waste, stock and service decisions affect the performance of a hospitality business.	✓	✓		
Communication and teamwork – able to listen, ask questions, support colleagues and work positively as part of a mixed permanent and studying-staff team.	✓	✓		
<u>Experience</u>				
Previous experience in hospitality, retail, customer service, food service or another busy public-facing environment is desirable but not essential.	✓	✓		
Experience of coffee service, food preparation, cash handling, stock work or supporting other team members would be an advantage.	✓	✓		
<u>Personal Attributes</u>				
Positive and proactive – willing to get involved, help where needed and take pride in doing the basics well.	✓	✓		

Calm and careful under pressure – able to maintain service, cleanliness and safe working practices during busy periods.		✓		
Open to feedback and development – curious, reflective and motivated to build confidence, skills and responsibility throughout the internship.	✓	✓		
<u>Values & Behaviours</u>				
Aligns with the SU's values and behaviours and understands that the role supports affordable, welcoming and inclusive services for students.				✓
Collaborative and inclusive – works respectfully with others, helps create a sense of belonging and supports colleagues with different experiences and needs.		✓		
Insight driven – notices customer behaviour, feedback and operational issues and uses them to suggest sensible improvements.		✓		
Active Bystander – is willing to challenge inappropriate behaviour, remove barriers and help create a safe and respectful environment.		✓		

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 exactly 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 and gives you a platform to display your skills and knowledge in a relaxed and welcoming setting. We'll never put you under unnecessary pressure, ask you trick questions or interrogate you in an interview, and we'll support you all the way through our process.

Top Tip: our roles can be quite competitive, so we recommend applying as soon as possible as we often close applications early!

If you'd like further information or support regarding our recruitment process, we recommend that you read our full recruitment guide for applicants [here](#).