

Role Profile

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| Role title: | Kitchen Student Team Member |
| Salary: | £13.45 per hour + holiday pay |
| Full/Part Time: | Part-Time |
| Contract term: | Zero Hours |
| Accountable to: | Courtney Ng – Head Chef |
| Hours: | Approximately 8 hours per week during term-time |
| Location: | Usually located at the main Students' Union Building, Bar 532 Kitchen and wider Catering areas |
| Eligibility: | Open to applicants with relevant skills and experience who are eligible to work in the UK and a current student at either UoM, MMU or UoS graduating in 2027 or later. |
| 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 Kitchen Student Team supports the delivery of good-quality, affordable and inclusive food across Manchester Students' Union's catering operation. Working alongside the Head Chef and wider Catering team, you'll help keep the kitchen running safely, smoothly and consistently during term-time trading, events and busy student periods.

This is a hands-on role in the kitchen team. You'll support food preparation, service set-up, cleaning, stock rotation and basic kitchen tasks, helping the team deliver a great experience for students, staff and visitors. The role suits students who are reliable, positive, willing to learn and comfortable working at pace as part of a busy team.

The role strongly supports our values by putting students at the heart of what we do, providing a great experience service, being part of a supportive community and helping create an inclusive, safe and welcoming food offer for all students.

Key Result Areas

| Responsible for |
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| Supporting food preparation, service set-up and basic cooking tasks so food is ready on time and presented to agreed standards. |
| Keeping kitchen, prep, dishwash and storage areas clean, safe and organised throughout each shift and as part of close-down routines. |
| Following food safety, hygiene and allergen procedures, including handwashing, date labelling, stock rotation and temperature recording where required. |
| Supporting deliveries, stock rotation and product availability, helping the team reduce waste and keep service running smoothly. |
| Being reliable and prepared for shifts, communicating clearly with the Head Chef, Catering Manager and wider team if issues arise. |
| Contributor to |
| A positive, respectful and supportive kitchen culture where staff work together and help each other during busy service. |
| The delivery of affordable, inclusive and student-focused food that supports the wider student experience at the Union. |
| Successful delivery of key trading periods and events, including Welcome, Open Days, graduation activity, functions and other Union events. |
| Continuous improvement by sharing ideas, feedback and observations that could improve service, quality, efficiency or waste reduction. |
| Career Development |

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| Developing practical kitchen skills including preparation, basic cooking, cleaning standards, equipment use and safe working practices. |
| Building confidence in communication, teamwork, prioritisation and working under pressure in a busy hospitality environment. |
| Gaining experience of food safety, allergen awareness, stock rotation, waste reduction and the day-to-day operation of a professional kitchen. |
| Developing employability skills such as reliability, problem solving, attention to detail and taking feedback positively. |

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

Organisational Stewardship & Leadership Responsibilities

You'll participate in relevant team briefings, training and check-ins.

You'll assist in key Students' Union events and activities throughout the year including Welcome Week, Open Days, graduation activity and other busy trading periods where required.

You'll perform duties in line with Union policy and procedure, including health and safety, food safety, equality, diversity and inclusion, and safeguarding expectations.

You'll contribute to maintaining clean, safe and organised communal areas, kitchens, stores and staff spaces.

Person Specification

| Criteria | Assessed at: | | | |
|--|------------------|-----------|----------------|-----|
| | Application Form | Interview | Interview Task | All |
| Education | | | | |
| We accept candidates from any educational background. | | | | |
| Skills | | | | |
| Basic food preparation skills or a clear willingness to learn practical kitchen tasks* | ✓ | ✓ | | |
| Ability to follow food safety, hygiene, allergen and health and safety procedures carefully* | | ✓ | ✓ | |
| Communication and teamwork - able to listen, ask questions, support colleagues and work positively in a busy team* | ✓ | ✓ | | |
| Reliability and time management - able to arrive on time, follow rotas and work at pace during busy periods* | ✓ | ✓ | | |

| Personal Attributes | | | | |
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| Positive and proactive - willing to get stuck in, help where needed and take pride in doing the basics well* | ✓ | ✓ | | |
| Calm under pressure - able to stay focused and follow instructions during busy service | | ✓ | | |
| Attention to detail - careful with cleaning, labelling, presentation, temperatures and safe working practices | | ✓ | ✓ | |
| Open to feedback - keen to learn, improve and develop confidence in a professional kitchen environment | | ✓ | | |
| Values & Behaviours | | | | |
| Align with the SU's values and behaviours both personally and professionally* | | | | ✓ |
| Student-centred - understands that the role helps provide affordable, welcoming and inclusive food for students | ✓ | ✓ | | |
| Collaborative - works well with kitchen colleagues, front-of-house teams and other studying staff to solve problems | | ✓ | | |
| Inclusive and respectful - contributes to a safe, welcoming team environment and follows allergen and accessibility expectations | | ✓ | | |

Please note that all of the above criteria are desirable unless marked with an asterisk (), which indicates essential requirements.*

Training & Development

We don't expect you to meet every single requirement listed above. When you join us, you'll be part of a supportive kitchen team where learning is built into everyday work and you'll be shown how to complete tasks safely and confidently.

On-the-job learning

You'll learn by working alongside the Head Chef, Catering Manager and experienced team members. This will include food preparation, basic cooking tasks, service set-up, cleaning routines, stock rotation, kitchen close-down and how to work safely during busy service.

Independent and formal learning

You'll complete relevant StaffSavvy and operational training, which may include food safety, allergen awareness, health and safety, fire safety, manual handling, COSHH and equipment-specific training where required.

Role-specific development

As you build confidence, there may be opportunities to develop further practical kitchen skills, support different areas of the catering operation, take on more responsibility during shifts and build employability skills that are useful beyond this role.

Working Arrangements

The Catering team is based in the main Students' Union building, including Bar 532 Kitchen and wider catering areas.

Flexibility / remote working

This role is fully on-site because it involves practical kitchen work, food preparation, cleaning, stock and service support. Remote working is not available for this role.

Hours / patterns of work

Hours are expected to be approximately 8 hours per week during term-time, with shifts arranged around the needs of the service and, where possible, your study commitments. Shifts will usually be scheduled in advance and may include daytime, evening and occasional weekend work depending on trading, events and availability.

Additional hours may be offered during busy periods such as Welcome, Open Days, graduation activity and other Union events. As this is a zero-hours role, hours may vary and are not guaranteed each week.

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 a relaxed and welcoming setting. We'll never put you under any unnecessary pressure, 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](#).