

Role Profile

Role title:	Front of House
Salary:	£13.45 per hour + holiday pay
Full/Part Time:	Part-Time
Contract term:	Zero Hours
Accountable to:	Precinct General Manager
Hours:	Approximately 12 hours per week during term-time
Location:	The Precinct team is based at 136 Oxford Road. This role is fully on-site due to the nature of the work.
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, 4 Directors and 6 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

As a Front of House team member at Precinct, you'll play an important role in creating a welcoming, inclusive and vibrant environment for students, staff and visitors. You'll be part of our Commercial team, helping to deliver an exceptional hospitality experience within one of Manchester Students' Union's newest venues.

Precinct is more than just a bar and restaurant. It's a space for students to connect, socialise and enjoy great food, drinks and events. You'll help bring this experience to life by providing friendly, attentive service, maintaining high standards and contributing to the positive atmosphere that makes Precinct a great place to visit.

Working alongside a supportive and enthusiastic team, you'll develop valuable skills in hospitality, communication, teamwork and problem-solving while helping us continually improve the experience we offer our customers.

This role directly supports our organisational values of putting students at the heart of what we do, delivering a great experience, creating a sense of community and providing opportunities for personal development and progression.

Key Result Areas

- Delivering excellent customer service: Providing friendly, efficient and attentive service to all customers, ensuring a positive experience and contributing towards consistently high customer satisfaction.
- Maintaining venue standards: Ensuring all front of house areas, including the bar, restaurant, customer facilities and outdoor spaces, are clean, organised and presentable throughout every shift, completing 100% of assigned opening, closing and cleaning tasks.
- Food and beverage service: Preparing and serving food and drinks accurately and efficiently, following established service standards, recipes and presentation guidelines to maintain consistency and quality.
- Following health, safety and licensing procedures: Maintaining full compliance with food hygiene, allergen awareness, responsible alcohol service and workplace safety procedures, completing all mandatory training within the required timeframes.
- Handling customer transactions: Processing orders and payments accurately through our till systems, following cash-handling procedures and helping to minimise errors, wastage and stock discrepancies.

- Supporting smooth daily operations: Arriving prepared and on time for scheduled shifts, completing allocated responsibilities and communicating effectively with colleagues and supervisors to ensure efficient service.

Responsible for
Delivering friendly, efficient and professional customer service, ensuring all guests feel welcome and have a positive experience at Precinct.
Preparing and serving food and beverages to a consistently high standard, following company procedures and service expectations.
Maintaining cleanliness and presentation standards across all front of house areas, completing 100% of allocated opening, closing and cleaning duties.
Following all food safety, allergen, licensing and health and safety procedures, ensuring a safe environment for customers and colleagues.
Completing all mandatory training within required deadlines and maintaining punctuality and reliability for scheduled shifts.
Contributor to
Creating a welcoming, inclusive and vibrant environment that encourages students, staff and visitors to return to Precinct.
Supporting the successful delivery of events, student activities and promotional evenings.
Achieving departmental sales targets through product knowledge, recommendations and appropriate upselling.
Maintaining a positive team culture through effective communication, collaboration and supporting fellow team members.
Career Development
Developing customer service, communication and interpersonal skills through regular interaction with a diverse customer base.
Gaining practical experience in hospitality operations, including food and beverage service, stock control and till management.
Building confidence in problem-solving, time management and working effectively under pressure.
Accessing ongoing training and development opportunities to build transferable skills for future employment.

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 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	Interview Task	All

Education				
We accept candidates from any educational background.	x			
Skills				
Communication Skills	x	x		
Customer Service	x	x		
Organisation & Time Management		x		
Hospitality Experience	x			
Personal Attributes				
Positive Attitude		x		
Reliability		x		
Adaptability		x		
Initiative		x		
Values & Behaviours				
Align with the SU's values and behaviours both personally and professionally				x
Insight driven – always looking for ways to collect data from a range of sources to measure the impact of your work on the student community or to inform your work				x
Collaborative – great at working collaboratively with team members, seeks ways to ensure all voices are heard, works with colleagues to problem solve				x
Active Bystander – continually seeks to dismantle barriers, ensures all working practises are accessible, seeks to ensure all voices are heard and factored in when making decisions				x

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 team where learning is encouraged and built into everyday work.

- **On-the-job learning:**

Most training will happen naturally as part of your role, with colleagues and managers supporting you to pick up new skills.

- Example (bar/venue role): *You'll learn hands-on by working alongside experienced bar staff/managers, covering areas like customer service, cellar management, or health and safety.*

- **Independent and formal learning:**

Think about additional opportunities the role might include.

- Example: *If you prefer independent learning, we provide resources such as guides, e-learning, and access to professional reading materials via staffsavvy.*
- Example: *If you learn best through training or workshops, we regularly offer staff development sessions, external training, and networking opportunities.*

- **Role-specific qualifications or development opportunities:**

Highlight if there are funded or optional courses linked to the role.

- Example (bar/venue role): *There may be opportunities to complete training such as personal licence qualifications, first aid, or food safety certifications.*

Working Arrangements

The Precinct team is based at 136 Oxford Road

Flexibility/Remote Working

- *This role is fully on-site due to the nature of the work. Shifts will typically be scheduled in advance, but there may be occasions where flexibility is needed to support evening or weekend events.*

Hours/ Patterns of Work

The venue is open from 10am daily and shifts will be split in the mornings, afternoon, evening and night shifts that cover our opening times.

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](#).