

Role Profile

Role title:	Precinct – Front of House Student Team Member
Salary:	£13.45 per hour + holiday pay
Full/Part Time:	Part-Time
Contract term:	Zero Hours
Accountable to:	Precinct General Manager – Assistant Managers
Accountable for:	N/A
Hours:	Zero Hours, approximately 8 hours per week during term-time
Location:	Usually located at the Precinct, University Green Oxford Road
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK at the point of employment and currently studying at UoM, MMU, UoS and UA92 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 Precinct Front of House Student Team will help create a brilliant, welcoming and inclusive experience for everyone using our new bar and kitchen on Oxford Road.

Working alongside the General Manager, Assistant Managers, kitchen team and wider Precinct team, you'll be at the heart of the day-to-day operation – welcoming customers, serving drinks and food, using our till and ordering systems, keeping the venue looking great and helping service run smoothly during busy periods.

Precinct will be a fast-paced social venue, so this role suits students who enjoy working with people, are confident getting stuck in and can stay friendly, organised and calm when things get busy.

You don't need extensive hospitality experience. We're looking for people with the right attitude who want to learn, work well as part of a team and take pride in giving students a great experience.

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

Shifts and Working Hours

Your standard working hours will primarily involve mornings, afternoons, and evening work as our current opening hours range from 8am to 9pm. 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.

Shifts can be subject to cancellation at short notice, and you may be required to work at short notice based on your given availability, dependent on demands.

Please be aware that the role involves long periods of standing.

Key Result Areas

Responsible for
Providing friendly, proactive and inclusive customer service and helping every customer feel welcome in the venue.
Taking customer orders accurately using our EPOS and ordering systems and handling payments in line with agreed procedures.

Preparing and serving drinks to agreed recipes and standards, including draught products, packaged drinks, soft drinks, low/no alcohol products and other bar offers once trained.
Following responsible alcohol service, licensing and Challenge 25 procedures when working on the bar and Food Hygiene rules and HACCP standard with food service and cleaning.
Creating a lively, welcoming and inclusive atmosphere where guest to the venue want to spend time.

Person Specification

Criteria	Assessed at:			
	Application Form	Interview	Group Task	All
Education				
We accept candidates from any educational background.				
Understanding of Licencing Law				
Skills				
Customer service and communication able to communicate positively and confidently with customers and colleagues and provide a friendly, welcoming service.	✓	✓		
Teamwork able to listen, ask questions, support colleagues and work positively as part of a busy team.	✓			
Reliability and time management able to arrive on time, follow rotas and work effectively during busy periods.	✓	✓		
Ability to follow procedures carefully able to understand and follow instructions relating to licensing, Challenge 25, allergens, health and safety, cash handling and venue procedures.		✓		
Personal Attributes				
Positive and proactive willing to get stuck in, help where needed and take pride in delivering a good service.		✓		

Friendly and approachable enjoys working with people and helps create a welcoming environment.		✓		
Calm under pressure able to stay focused, communicate clearly and maintain good service when the venue is busy.	✓	✓		
Flexible comfortable moving between different FOH tasks depending on what the service needs.	✓	✓		
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](#).