**IMPERIAL COLLEGE UNION**

**JOB DESCRIPTION**

**Title: Casual** Bar Steward

**Division:** Imperial College Union

**Job Family/Level: £6.50 per hour (plus holiday pay)**

**Responsible to:** Bar Manager, Bar Duty Managers

**Responsible for:**

**Campus:** South Kensington based within Imperial College Union (Beit Bars), South Kensington based within the Sherfeild Building (h Bar), Hammersmith based in the Reynolds Building (The Reynolds Bar), North Acton based in the Woodward Buildings (The Foundry)

**Strategic Relationships: Venue/Bar Manager, Assistant Venue Manager,** Bar Supervisors, Commercial Services Manager, Imperial College and Union staff, Events Coordinator. Security Contractors, Catering Staff, Customers and Clients

**Purpose of the Post:** To affect the best levels of service possible in all areas, providing the highest standards of stock keeping, presentation and service. To provide an enthusiastic presence in the Trading outlets and ensure that customers are served in a polite and friendly manner.

 The post holder will ensure that the delivery of service is carried out in such a way as that the best customer service is achieved whilst maximising the profits and the limitation of waste and loss.

They will provide support for the Venue Management team and they will play a key role in helping with the delivery of customer safety and

events, such as stewarding, cloakroom and door

entry as well as The Summer Ball and other major Events and Functions.

 He/She will assist in the onward development of, but not limited to the bar function and will become

 well known to our customers and community.

Responsibilities

Main Duties

* Ensuring compliance with the terms of the Union’s Premises Licence under the 2003 Licensing Act. To protect the premises licence by ensuring that we abide by the licence and other licensing laws, including upholding the four licensing objectives. To ensure that proactive and positive steps are taken to ensure that our operations do not have a negative effect on the wider community such as neighbours, local businesses and the College
* Assist in any necessary preparation and service for events and functions.
* Ensuring goods are attractively displayed and correctly priced and that the relevant entertainments promotion material is in a good order and current.
* Receiving and helping with any stock deliveries ensuring that the correct amount of items is signed for, and that the delivery note is correct with regard to the goods supplied.
* Ensuring the storing of goods in the stockrooms in a tidy and logical fashion.
* Ensuring the Bars and surrounding areas are clean and ready to start the next shift.
* Providing feedback to the management team from customers, clients and clubs and societies
* To excel in customer service, ensuring that customer needs and expectations are exceeded whenever possible

Finance

* Being fully conversant with all till procedures.
* Maintaining a high standard of cash handling by ensuring that all financial procedures are strictly adhered to.
* Have a working knowledge of the Bar’s EPOS systems.
* Awareness of stock control, minimising wastage

Other

* Promoting and maintaining the Union’s policies, principles, rules and regulations.
* Assisting the Venue management and Events teams in running events, catering delivery and functions, including the Summer Ball, End-of-Term Carnivals, Careers fair, external conferences and other events.
* To attend meetings and training events as required.
* To undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
* To have a flexible approach to duties and work and, in particular, adopt a team focused working style with all departments and activities across the Union.
* To be flexible in working hours within the agreed pattern of trading hours, many evening and weekend hours will apply.
* To encourage a culture of warmth, inclusive and tolerance in the Commercial Services team as well as members and customers.

**Training and Professional Development**

Imperial College Union considers regular and on-going training as essential to job satisfaction and career development. It is expected that the post-holder will be offered the opportunity to participate in training that is relevant to his/her duties and the post-holder will be expected to undertake such training as may be reasonably practicable.

**Notes**

Imperial College and Imperial College Union are committed to equality of opportunity

and to eliminating discrimination. All employees are expected to adhere to the

principles set out in the College’s Equal Opportunities in Employment Policy,

Promoting Race Equality Policy and Discrimination Policy and all other relevant

guidance/practice frameworks.

**As job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with above key responsibilities.**

You will also be expected to observe and comply with all College policies and regulations, for example Health and Safety, Data Protection etc.