

F&B (Bars) Team Member

Role Profile

The Union's vision is that: **Every student loves their time at Southampton.** We exist to:

- Help Students find friendship groups
- Help students complete their degree programmes
- Give students a voice in the University and wider community

Your role is contributing towards achievement of this vision is described below:

Main Purpose of Role:

- 1) Prepare and serve a range of products to the highest possible standard
- 2) Always keep the venues clean and safe.
- 3) Deliver excellent customer service and ensure everyone has a positive experience in our venues.

Responsible to: While on shift, responsible to F&B (Bars) Team Leader/Supervisor or the Venues Management Team, Bridge Manager, Plant Pot Manager. Line management will be from the Venues Management Team, Bridge Manager, Plant Pot Manager.

Responsible for: N/A

Grade: Support Staff – Level 1

Main Duties of the Role

Prepare and serve a range of products to the highest possible standard.

- Ensure you prepare and serve all drinks in the accordance with the Weights and Measures Act of 1985.
- Ensure you prepare and serve all drinks to standards laid out by the management team. Including but not limited to, correct glassware, correct level of foam on a draught product, correct temperature for hot/cold drinks etc.
- Ensure you prepare and serve all food in accordance with Food Hygiene requirements and standard operating procedures when applicable.
- To report any miss pours or wastage to an appropriate member of staff to log.
- Follow service instructions from the person responsible for the shift.
- Ensure you prepare any venue specific food and drink to the standards laid out in the standard operating procedures. This may include, but is not limited to, barista coffee and cocktails.

Always keep the venues clean and safe.

- When working in each of the different areas of the venue, ensure they are kept safe, clean, and tidy. Including but not limited to, ensuring that the floor is clear of obstructions, spillages are dealt with, and stock is safely stored.

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- Take steps to immediately deal with anything that becomes a health & safety hazard and escalate if required.
- Ensure you use all equipment for its intended purpose in a safe manner. Do not use equipment unless you have been trained in its correct operation.
- Stay up to date with SUSU training.
- Report any near misses, incidents, or accidents to a senior member of staff.
- Ensure you follow COSHH procedures and that chemicals are stored securely and safely.

Deliver excellent customer service and ensure everyone has a positive experience in our venues.

- Follow best practice as laid out in documents such as, but not limited to, the Standard Operating Procedures for venues and the mystery shopper template.
- Support other staff members on shift in their efforts to provide excellent customer service and create a welcoming and inclusive atmosphere for all customers.
- Be aware of SUSU initiatives and/or campaigns such as Ask for Angela, SUSU Safe, Zero Tolerance and others.
- Deal with any customer complaints in a calm and professional manner and pass on any issues that you cannot resolve to a senior staff member on shift.
- Feedback your own ideas to the management team to improve the student experience.
- Work as part of a team with colleagues and managers from other SUSU areas to create positive customer experiences. This will include, but is not limited to, welfare assistants, entertainment hosts and events hosts.

Contribute to the overall effectiveness of the Union by

- Participating in and driving personal learning and development
- Attending all meetings and training events, as required
- Ensuring that statutory and legal obligations are met
- Supporting the implementation of the Union plan, promoting our aims and values through the goals of the departments Operational Plan
- Adhering to SUSU policies, in particular Health & Safety, EDI and Safeguarding
- Contributing to the positive image of The University of Southampton Students' Union with students, University and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives

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Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Up to date knowledge food and beverage service best practice		X
Excellent communication and interpersonal skills to work with people at all levels across the organisation.	X	
To have a working knowledge of food and hygiene regulations and demonstrable awareness of HACCP procedures.		X
To hold or be willing to work towards a First Aider at work certificate.		X
Enjoy working as part of and leading a team and possess a flexible approach to work.	X	
Commitment to the provision of excellent customer service with a high level of discretion and professionalism	X	
Commitment to and understanding of Equality and Diversity, Ethical and Environmental issues and Health and Safety	X	
A commitment to the values and purpose of a Students' Union	X	

Role Duties

Duties	Team Member	Supervisor	Assistant Manager	Deputy Manager	Venue Manager
Report any Health & Safety issues to relevant person	x	x	x	x	x
Provide great customer service	x	x	x	x	x
Serve food & drink to standards laid out in standard operating procedures	x	x	x	x	x
Complete food hygiene level 2	x	x	x	x	x
Learn and implement relevant initiatives	x	x	x	x	x
Learn and implement relevant SUSU policies	x	x	x	x	x
Keep FOH clean	x	x	x	x	x

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Keep BOH clean	x	x	x	x	x
Adhere to COSHH training and regulations	x	x	x	x	x
Ensure Health & Safety and Food Safety standards are maintained	x	x	x	x	x
Ensure stock rotation		x	x	x	x
Change kegs when needed in a safe and proper manner		x	x	x	x
Complete relevant daily checklists		x	x	x	x
Act as event organiser liaison for small scale events		x	x	x	x
Staff supervision		x	x	x	x
Qualified first aider		x	x	x	x
Log wastage & ullage		x	x	x	x
Resolve customer complaints including the processing of refunds when appropriate		x	x	x	x
Deliver on the job training of team members including shadow shifts.		x	x	x	x
Incident reporting - Health & Safety/accident/other		x	x	x	x
Receive & process deliveries and report discrepancies to appropriate person		x	x	x	x
Formal incident follow-up with staff/customers			x	x	x
Line manage student staff			x	x	x
Draught line cleaning			x	x	x
Obtain and hold a personal licence			x	x	x
Record stock transfers to other areas of Social Enterprise			x	x	x

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Act as event organiser liaison for small and large events			X	X	X
Obtain and hold an SIA qualification			X	X	X
Supervise contractors on shifts e.g. security/event talent			X	X	X
Responsible for finding staff cover / sickness support for your shifts			X	X	X
Conduct pre, post and mid service standard checks of all areas			X	X	X
Training delivery for all student roles			X	X	X
Key holder for SUSU buildings ensuring security of keys at all time			X	X	X
Create stock orders			X	X	X
Ensure kitchen standards are always adhered to			X	X	X
Complete food hygiene level 3			X	X	X
Consumable ordering			X	X	X
Staff rota allocation / creation				X	X
Placing Stock orders				X	X
Large scale event planning				X	X
Training creation / planning				X	X
Budget Management				X	X
Process and monitor financial transactions				X	X
Supplier relationships				X	X
Work with external stock taker to conduct and investigate stock takes				X	X
Formal performance management processes				X	X

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Cascade strategic aims and ensure they're being implemented				X	X
Operational planning					X
Budget setting					X
Marketing					X
Supplier negotiation					X
Overall responsibility for stock management					X

Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



Stand Strong

We stand up for students and make sure their voice is heard.

We stand strong when facing challenges and are not afraid to be different. We think big and work to achieve great things.



Join Together

We are an inclusive and diverse community of students and staff

We join together with each other, the University, and the local community to make a positive difference.



Take Responsibility

We take action on the issues that matter to students and act with integrity.

We continually work to be more sustainable, challenge discrimination and prejudice. We strive to be a force for good for students and wider society.