**Job Title:** Venue Staff

**Salary:** £8.36 per hour. Over 23, £8.91 per hour.

**Location:** Based on College Lane Campus

**Hours:** Up to 20 hours per week (Zero Hours Contract). Ranging from day shifts to late night working

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**Vision:**
Our vision at Hertfordshire Students' Union is to help students love Herts.

**Values:**
We are a truly values-led organisation. As such, our Student Trustees must demonstrate our everyday values of being Helpful, Empowering, Representative, Transparent and Student-Focused whilst ensuring Hertfordshire Students' Union is truly representative of students. We encourage our team to have fun at work while never losing sight of our vision.

**Service Excellence:**
We go above and beyond for our students and each other – we're committed to providing excellent service across the board and we support each other to prioritise this every day.

**Equal Opportunities:**
We encourage applications from students with a diversity of backgrounds and experiences to reflect the current student population. We welcome all applications regardless of a persons’ race, sex, disability, religion/beliefs, sexual orientation or age.

**Main Purpose of Job:**
To serve customers and generally assist in the running of our venues. You will report into the Head of Operations, Operations Manager, Duty Managers, Student Managers and the Team Leaders.

**Main duties and responsibilities:**

- To serve customers in a polite and friendly manner, showing high standards of customer care at all times
- To operate tills, taking cash/card and giving change in line with procedures set
- To handle cash, stocks and equipment in a secure manner
- To work on shift as bar staff, cloakroom staff, door entry staff or cleaning staff
- To observe and work within health, safety, hygiene and licensing regulations pertaining to the operation of the venues
- To work safely at all times and to report any potential hazards on to management
- To assist in the movement of equipment and furniture
- To be flexible in approach to work and undertake other duties as and when required
- To attend training events as required
- To maintain an awareness of operating rules and procedures and observe them at all times

**Expected Standards:**

- As the post holder will have considerable contact with customers, he/she will need to act in a polite, courteous and helpful manner. At all times he/she will be concerned with ensuring that customers are satisfied with the service received
• The post holder will present himself or herself for work being clean and tidy, wearing any stipulated uniform cleaned and ironed
• The post holder will display the highest standards of integrity at all times
• The post holder will observe high standards of punctuality
• The post holder will not consume alcohol or illegal substances whilst on duty or arrive on duty under the influence of either
• The post holder will have a flexible approach to the hours and days worked
• To be aware of the department’s impact on the environment and to work within the environmental policies of the Union and the University (where applicable).

PERSON SPECIFICATION

Venue Staff

<table>
<thead>
<tr>
<th>Selection Criteria</th>
<th>Requirements</th>
<th>Essential/Desirable</th>
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<tbody>
<tr>
<td>Education/Qualifications/Training</td>
<td>Basic numerical skills</td>
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<td>English Speaking</td>
<td>Ability to speak and understand English to a good standard</td>
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<tr>
<td>Knowledge</td>
<td>Able to demonstrate and understanding of customer service</td>
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<td>Experience</td>
<td>Previous venue or bar experience</td>
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<td>Skills</td>
<td>Customer service, patience</td>
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<td>Special Requirements</td>
<td>Flexible approach to working hours</td>
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<tr>
<td>Other</td>
<td>Of high integrity</td>
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<td></td>
<td>Smart, clean and tidy appearance</td>
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<td></td>
<td>Projects a friendly, happy helpful nature</td>
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This job description is intended as a guide to the duties required and is not exhaustive