University of Southampton Students' Union
Service Assistant
Job Description

The Union's mission: **unlocking the potential and enriching the life of every student.** Your role in this mission is described below.

Main Purpose of role:

1) To keep it friendly
2) To keep it fresh
3) To keep it safe

Responsible to: Named manager in each relevant area of work

Responsible for: None

Grade: Support Staff – Level 1

Main Duties of the Post

Specific duties relating to each individual role will be provided by the department to which you are appointed; the general duties of the role are provided here:

To keep it friendly

- Ensure that customers receive the best possible experience when visiting the Union.
- Resolve any customer queries or complaints promptly, referring to a team leader/ manager when appropriate.
- Work as part of a team (both colleagues and managers) to deliver service and products.

To keep it fresh

- When serving food and drinks ensure that they are well presented and correctly portioned.
- When processing payment ensure that the correct cash handling procedures are followed.
- Deliver the service or product required in the defined way (service/ product could be promotional material, food, drink, entertainment, information, retail product)

To keep it safe

- Comply with the relevant safety and legislative requirements including: food hygiene standards, licensing regulations, Union Southampton's health & safety standards, confidentiality policies. Undertaking training as required to complete your duties.
- To fulfil personal responsibility for working in a safe environment through maintaining cleanliness and housekeeping standards and reporting any faults, problems, issues, accidents or incidents.

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 departmental plan

- Promoting the Union's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental
- 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.
- Such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of this post.

The Union Staff Behaviours

We have defined how we expect all staff to behave at work to live our **values**:

- Be personally **responsible** and lead by example in our work
- Be **inclusive**, making sure there is something for everyone in all we do
- Be ambitious and **engaging** by pushing the boundaries in what we offer members
- Encourage **students to lead** and be **responsive** to both staff and member ideas
- Be **transparent,** open and honest with each other and our members
- Work together, encouraging and supporting each other to do the best we can