

Barista and Hospitality Assistant Role Profile

Pay Grade:	Support Staff Rate 2
Responsible to:	Deputy Venues Manager
Line Management & Supervision – Responsible for	N/A

Main Duties of the Role

Deliver an Outstanding Customer Experience

- Welcome every customer in a warm, friendly and professional manner.
- Create an inclusive and welcoming atmosphere where all students feel comfortable spending time in the venue.
- Build positive relationships with regular customers and provide knowledgeable recommendations on food and drink.
- Handle customer queries and complaints confidently, resolving issues wherever possible and escalating when appropriate.
- Process orders and payments efficiently and accurately.
- Promote seasonal offers, loyalty schemes and new menu items.
- Consistently deliver the service standards expected by SUSU.

Prepare High Quality Coffee & Drinks

- Prepare espresso-based coffees, teas and cold drinks to agreed quality standards.
- Steam milk and alternative milks consistently to produce excellent drinks every time.
- Develop knowledge of coffee, beverages and products to confidently advise customers.
- Maintain coffee equipment and ensure work areas remain clean and well organised.
- Monitor stock levels and report shortages promptly.

Prepare Simple Fresh Food

- Prepare toasties, paninis and other light food items to agreed recipes and presentation standards.
- Ensure food is prepared safely, efficiently and consistently.
- Maintain attractive food displays throughout the day.
- Minimise food waste through good stock rotation and portion control.
- Ensure all food safety procedures and due diligence records are completed accurately.

Serve Alcohol Responsibly

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- Prepare and serve alcoholic and non-alcoholic beverages in accordance with SUSU standards and licensing requirements.
- Promote responsible alcohol retailing and consistently operate the Challenge 25 policy.
- Ensure alcohol is served accurately, responsibly and in accordance with the Weights & Measures Act.
- Maintain knowledge of the drinks menu and make appropriate recommendations to customers.
- Support evening trading and private events where alcohol service is required.

Create a Safe, Clean and Welcoming Environment

- Maintain exceptionally high standards of cleanliness throughout customer and back-of-house areas.
- Ensure seating areas, counters and displays remain clean, tidy and inviting.
- Restock consumables, condiments and displays throughout service.
- Report maintenance issues, hazards or equipment faults promptly.
- Follow all food safety, health & safety and environmental procedures.

Work as Part of the Team

- Support colleagues during busy trading periods.
- Be flexible in assisting across different areas of the venue where required.
- Participate in training and continuously develop your hospitality, coffee and customer service skills.
- Positively contribute to a supportive team culture.
- Undertake any other reasonable duties appropriate to the role.

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Contribute to the overall effectiveness of SUSU by

- Supporting the implementation of the SUSU Strategy, promoting our aims and values through the goals of the department's Operational Plan
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- Contributing to the positive image of SUSU with students, the University and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary
- Ensuring that statutory and legal obligations are met
- Promoting SUSU's various policies and commitments within your work, in particular Health & Safety, Equality, Diversity & Inclusion, and Sustainability
- Participating in and driving personal learning and development
- Attending all meetings and training events, as required
- Completing such other duties as may be reasonably prescribed by SUSU, appropriate to the grade and responsibilities of the post

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Person 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 KNOWLEDGE/EXPERIENCE REQUIRED	Essential
Passion for delivering exceptional customer service	✓
Friendly, approachable and enjoys working with people	✓
Excellent communication and interpersonal skills	✓
Positive attitude and willingness to learn	✓
Ability to work calmly under pressure	✓
Pride in producing high-quality food and drinks	✓
Ability to work effectively as part of a team	✓
Basic food hygiene knowledge	✓