

Support Staff – Social Enterprise

Role Profile

The Union's vision is that: **Every student loves their time at Southampton.**
Your role in contributing towards achievement of this vision is described below.

Main Purpose of Role:

- 1) To provide a fantastic experience for all SUSU customers in both Food & Beverage and Retail environments.
- 2) To ensure that all venues provide a clean and safe environment.
- 3) To help keep SUSU safe and legal by following compliance and governance.

Responsible to: Head of Food & Beverage / Head of Retail

Grade: Support Staff – Level 1

Main Duties of the Role

To provide a fantastic experience for all SUSU customers in both Food & Beverage and Retail environments.

- To always provide the best customer service by dealing with customers in a consistently efficient, courteous, and professional manner.
- To resolve any customer queries and complaints promptly and professionally, referring to supervisory staff or management where necessary.
- To understand and follow all service standards laid out by the management team.

To ensure that all venues provide a clean and safe environment

- Understand and comply with the relevant safety and legislative requirements for the outlet, including but not limited to food hygiene standards, licencing regulations and SUSU Health & Safety standards
- Ensure venues are kept to a high standard of cleanliness and tidiness throughout trade and that they are left in a suitable condition at the end of service.
- Inform management of any accidents, incidents or near misses so these can be recorded and properly acted upon.

To help keep SUSU safe and legal by following compliance and governance.

- Complete all relevant due diligence processes and procedures on shift.
- Serve all drinks in the correct way, based on the Weights & Measures Act of 1985.
- To ensure that Challenge 25 is adhered to at all times.

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
- 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
- Completing such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of the post

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
Relevant experience in F&B, Retail or Customer Service role		X
Reliable and willingness to be available	X	
Completed basic food hygiene training	X	
Excellent time management	X	
Awareness and appreciation of exceptional customer service	X	
Understanding of working safely	X	
Experience and willingness to work as part of a team	X	
Ability to learn new skills	X	

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Commitment to and knowledge of equal opportunities – including equality, diversity and inclusion.	X	
Commitment to and passion for the values and purpose of a Students' Union, including the ability to work in a student led environment.	X	
Commitment to and an understanding of environmental issues and Health & Safety.	X	

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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.