Bar Assistant
Catering & Hospitality

Closing date: 18 February 2018
Directors Introduction

As a member of the Commercial Services team you will be a key contributor in supporting our section to provide essential income to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to Investors in people and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

I wish you well with your application.

Jon Greenwood, Director of Commercial Services

Catering and Hospitality

Catering and Hospitality is a large department with staff working in various sites across two campuses. Our sites vary in size and function from Coffee Shops to large scale restaurants and dining halls which specialise in high volumes of both student and conference business.

We employ a large team of people located across our sites including chefs, supervisors, kitchen porters to front line service staff and Costa trained baristas.

We aim to deliver quality in everything we do from service standards to food quality within a very diverse operating environment. Being a University our priority customers are our students. We contribute towards the student experience with fresh ideas and creative food innovations, striving to exceed customer expectations within the very competitive higher education market.
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

YCL is continuously looking for new ways to support the University. In 2017/18 a new retail store and catering outlet will open for the use of students, staff, visitors and local residents.

There are a number of commercially focussed departments which make up Commercial Services, Catering and Bars, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services and support teams including Human Resources Central Administration and Marketing.

YCL was awarded IiP Silver in August 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- On-site parking
- Concessions rates at York Sport Village and Centre
- 10% off campus NISA supermarkets
- Discount scheme with local restaurants, retail and tradesmen
- Salary sacrifice schemes including cycle to work, childcare vouchers and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates
- Uniform provided

Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, which includes bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 we have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the larger campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.

The University

Founded on principles of excellence equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the centre for almost 16,000 students across 30 academic departments and research centres. In just 50 years we have become one of the world’s leading universities and a member of the prestigious Russell Group.

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles—just a few of many attractions.

But York isn’t just a great place to visit—it’s also a great pace to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.
| **Salary:** | £7.50 per hour |
| **Grade:** | A1 |
| **Hours of work:** | 10 per week, working term time only (30 weeks per year) |
| **Contract type:** | Open |
| **Reporting to:** | Bar Manager |
| **Location:** | University of York, Heslington, York, YO10 5DD |

**Main purpose of this role:**

The service of alcoholic drinks with related clearing, cleaning and wash up duties. Operating bar service areas to high standards of health, hygiene, safety, customer care and customer satisfaction.

**Key responsibilities and duties:**

- Service of alcoholic drinks to customers ensuring compliance with statutory legislation and standard operating procedures.
- Preparation of service counters, clearing and replenishing as necessary.
- Cash handling and use of EPOS tills, ensuring compliance with standard operating procedures.
- Clearing and maintaining customer seating areas to high standards of cleanliness.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.

**Skills/Experience/Qualifications:**

- Knowledge of licensing legislation.
- Good communication and interpersonal skills – role holder is expected to liaise effectively with customers.
- Good levels of numeracy and literacy.
- Good product presentation skills.
- Ability to work on own initiative as well as being a good team member.

**Personal Contacts:**

- Effective liaison with all users of the service.
- Internal operational liaison with team members, estates, line manager, portering staff, bars manager, repair engineers and delivery staff.

**Other requirements of the post holder:**

- Carries out standard tasks involving the use of a wide range of bar equipment; optics, beer dispense systems, beer line cleaning systems, computerised tills.
- Occasionally deals with aggressive/abusive customers.
- Role holder is required to demonstrate professional, courteous, prompt, efficient and competent service.
# PERSON SPECIFICATION

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<th>QUALIFICATIONS</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<tr>
<td>None</td>
<td>Foundation food hygiene certificate</td>
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<tr>
<th>KNOWLEDGE</th>
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<tr>
<td>Knowledge of licensing legislation.</td>
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<td>Health &amp; Safety Certificate</td>
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<td>Knowledge of health and safety legislation.</td>
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<th>SKILLS / ABILITIES/ COMPETENCIES</th>
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<tr>
<td>Good Communication and interpersonal skills.</td>
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<td>Excellent Customer Care skills.</td>
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<td>Good product presentation skills.</td>
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<td>Good level of numeracy and literacy.</td>
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<td>Ability to use a computerised till and give correct change to customers.</td>
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<th>EXPERIENCE</th>
<th>ESSENTIAL</th>
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<tr>
<td>None required</td>
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<td>Experience gained in a customer focused post.</td>
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<th>PERSONAL ATTRIBUTES</th>
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<td>Clean and tidy appearance.</td>
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<td>Good communication skills.</td>
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<td>Ability to work without close supervision and as part of a team</td>
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How to Apply

Online

- Go to https://jobs.york.ac.uk/ycl
- Find the vacancy using reference 6395
- Complete the online application form

You will need to submit your application by midnight (GMT) 18 February 2018.

What will I need?

We will ask you for:

- Personal details
- Your employment history
- Relevant qualifications
- Contact details for two referees

You will need to be ready to show us how you meet the requirement of the job, either in a written statement and/or by answering questions.

The Company will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website

If you prefer you can email your CV directly to the email address below quoting the reference number 6028.

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328413/01904 328424