

JOB DESCRIPTION

Job Title: Bar and Coffee Shop Assistant

Department: Catering

Reports to: Beverage Manager

Purpose of role:

To assist the Beverage Manager and the Team in the smooth running of the Bar and Coffee Shop.

Key accountabilities:

- To encourage and participate in actively selling the full product range varying from Food to making coffees and hot drinks through to the responsible service of alcohol.
- To help maintain the security of the department, in time this will include locking up and cashing up.
- To ensure all foods and beverages are labelled, stored and handled in accordance with college and legislation requirements.
- To ensure that the bar is maintained in a clean and hygienic state completing cleaning schedules as required in accordance with the College Hygiene and Health and Safety Policies. To carry out a clean as you go policy and duties in accordance with the cleaning schedule.
- To ensure that licencing procedures are followed in accordance with the Premises Alcohol Licence, this includes being aware of your surroundings, not serving customers who you believe to be under the influence of alcohol, only serving alcohol in the licencing hours.
- To take responsibility for the operation of the bar, being able to make sensible educated decisions to get help when needed (e.g. the College Porters) or close the bar in an emergency situation.
- To ensure the bar is sufficiently stocked which will involve moving stock between areas of the college and from the storage below ground level.
- To be willing to take on tasks within the beer cellar, once fully trained.

The College reserves the right to make reasonable changes to the duties and requirements in the job description, which may be necessary to meet the changing needs of the role or to reflect the latest technology or best practice.

PERSON SPECIFICATION

Criteria	Description
Experience	<ul style="list-style-type: none"> • Experience in customer service • Experience in the Licence Trade • A good knowledge of Health and Safety
Skills	<ul style="list-style-type: none"> • Exceptional standard customer service skills, responding to customers in a polite, helpful and courteous manner • Excellent communication skills • Be able to demonstrate good organisational skills • Committed with high personal performance standards • Enthusiastic and professional attitude towards work • Self-motivated and reliant • High standard of personal hygiene and general physical fitness • Punctual • Able to work as part of a busy team • To be creative, suggesting ways to improve bar services and incorporate new systems as required.
Qualifications	<ul style="list-style-type: none"> • Barista Trained • Personal Licence/Drug Awareness • Basic Food Hygiene
Additional requirements	<ul style="list-style-type: none"> • Requirement to work flexible hours to include days, evenings and weekends, public holidays, special College functions and to cover staff absence where required. • To be physically able in order to move stock around and from the storage below ground level.

EMPLOYMENT DETAILS

Rate of Pay:	Up to £14,710 pa for 37.5 hours per week over 35 weeks per annum including a shift allowance (£21,960pa FTE, including shift allowance).
Hours:	The role is term time only (35 weeks per year), 37.5 hours per week. Actual days, start and finish times are notified in accordance with the needs of the College and the shift rota in place at the time which will include days, evenings, weekends and public holidays.
Probation:	6 months.
Meals:	Free lunch is provided for staff whose duties cover this period.
Pension scheme:	A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out.
Private health care:	The College provides free health care and dental care. Staff are able to join the schemes after successful completion of their probationary period, subject to certain limitations. This is a taxable benefit.
Gym:	Membership of the College gym is available for a modest fee. Inductions are compulsory.
Sports & Social Club:	The Trinity College Staff Sports and Social Club, run by a committee of staff, offer regular outings to places of interest, and organises functions including a Christmas event.
Cycle to work Scheme:	A tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it, over 12 months. Maximum limits apply.
Employee Assistance Programme:	To support staff emotional and physical wellness, we provide free access to an employee assistance scheme, available 24/7.