

Students' Union Communications Lead

JOB TITLE:	DURATION:	RESPONSIBLE TO:	GRADE:
Bar Café Assistant	Fixed Term until December 2026	Cafe and Commercial Lead	Grade 1

PAY & BENEFITS:

The starting salary for this role is £12.60 per hour including pension and discounted membership to Aberdeen Sports Village.

HOURS:

Four hours per week.

JOB PURPOSE:

You will work alongside a team in the café serving hot food, drinks and occasionally alcoholic beverages whilst maintaining a clean and tidy work environment. You will be expected to work to the highest of your capabilities and ensure the uppermost standards of service are provided and maintained. You will be expected to exhibit a positive approach to any further training or professional development and demonstrate a flexible approach to hours of work and the tasks involved.

DESIRED VALUES:

Candidates should be able to embody the following qualities:

- Organised and reliable.
- Use one's own initiative.
- Good communication and interpersonal skills.
- Capable of working alone and as part of a team.
- Conscientious and trustworthy.
- Good at working under pressure during peak times.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Follow procedures to set up and maintain the café area, ensuring products are well-stocked and displayed effectively throughout the shift.
- Provide excellent customer service by serving food and beverages, processing transactions efficiently, and offering knowledgeable advice on product options and promotions.
- Maintain cleanliness and hygiene throughout the café, including clearing tables, cleaning dishes, and keeping work areas tidy.

- Complete stock checks and report any low inventory levels to management.
- Adhere to safety and manual handling guidelines when managing stock and other tasks.
- Comply with all relevant health, safety, and food hygiene regulations.
- Support and assist team members, contributing to a positive work environment.
- Ensure personal presentation meets company standards, including wearing the appropriate uniform.
- Participate in café promotions and initiatives, including assisting with events and contributing ideas.
- Be proactive in maintaining a well-organized and welcoming café environment.
- Provide feedback and suggestions to improve operations and customer satisfaction.
- Stay flexible and adaptable to changing work requirements.
- Perform any additional duties as assigned by the manager.

GENERAL DUTIES:

- Uphold the company's standards for customer service, ensuring a positive experience for all customers.
- Work collaboratively with team members to ensure smooth café operations.
- Demonstrate professionalism in all interactions with customers, colleagues, and management.
- Adhere to company policies and procedures, including those related to health, safety, and hygiene.
- Maintain a clean, organized, and safe working environment at all times.
- Respond promptly to customer inquiries or concerns, escalating issues to management when necessary.
- Contribute to the overall success of the café by being proactive, adaptable, and willing to take on new tasks as needed.
- Keep up to date with company communications and participate in any required training or meetings.
- Protect the confidentiality and integrity of company information, including customer data.
- Act as a representative of the café and the company, both inside and outside of work, upholding the company's reputation and values.

ADDITIONAL INFORMATION:

- The hours of availability provided by individuals do not guarantee the exact number of shifts offered by the manager. Scheduling is based on the operational needs of the café, and shifts will be allocated accordingly.
- The manager reserves the right to adjust scheduled hours based on business demands. This may include reducing or extending shifts as necessary. Staff members may be asked to leave early if business is slow or to stay longer during busy periods.
- Staff members are expected to avoid eating and using mobile phones outside of their designated lunch or break times. Breaks should be taken during off-peak

hours of the café to ensure smooth operations and maintain customer service standards.

- Staff members are required to wear the appropriate uniform as outlined by management and maintain a professional appearance at all times.

KEY RELATIONSHIPS:

As a café assistant/barista, you will work closely with the Café Manager, receiving guidance and feedback on daily operations, stock management, and any issues that may arise. Additionally, you will work closely with Supervisors to ensure the smooth running of the café during shifts, including adherence to procedures, managing customer flow, and maintaining quality service standards. Collaboration with fellow team members is essential for creating a positive work environment and consistently delivering quality service. You will engage directly with customers, taking orders, providing product recommendations, and ensuring a welcoming atmosphere. Furthermore, you will coordinate with Student Union staff during events to align the café's offerings with event needs. Your role may also involve contributing to promotional efforts by collaborating with marketing and social media teams to enhance the café's visibility within the student community.