

# Cardiff University Students' Union Undeb Myfyrwyr Prifysgol Caerdydd

## Venues Assistant Job Description

<b>Job Title</b>	Venues Assistant
<b>Department</b>	Venues (Commercial Services)
<b>Position Reports To</b>	Venues Management Team, Supervisors and Team Leaders
<b>Pay Rate/Expected hours</b>	£8.21 per hour/10-15 hours per week

### Main Purpose of the Role

- To provide operational support across all commercial areas including;
  - Food Court
  - Y Plas Nightclub
  - Great Hall Gigs
  - Box Office
  - Cloakroom
  - The Taf (If required)

### Main Duties

- To maintain excellent customer service at all times with the aim to exceed customer expectations
- To ensure that all parts of the venue are clean and tidy at all times
- To prepare food in a safe manner and adhere to food hygiene policy and legislation
- To serve all customers quickly and efficiently, meeting set departmental standards
- To be aware of current promotions and special offers, upselling where appropriate
- To adhere to all company policies and procedures
- To adhere to all licensing legislation
- To be responsible for your own Health & Safety and observe all regulations in relation to the Health & Safety at Work Act.
- To be proactive in your approach to all tasks and duties undertaken whilst working within the Venues

### Additional Duties

- To carry out any other reasonable tasks as directed by Managers or Supervisors
- Help create a positive and encouraging work environment for all staff
- To attend individual and group meetings throughout the year aimed at addressing the following:
  - Reviewing procedures
  - Giving ideas on improvements
  - Performance reviews
  - General updates

<b>Prepared By</b>	Craig Simmonds and Rosie Jones
<b>Date</b>	24 <sup>th</sup> May 2019

The Job Purpose should remain constant but Duties and Responsibilities may vary over time within the overall role and level of the post, according to the needs of the business. The job holder should retain a flexible approach to duties and be prepared to undertake such tasks that from time to time may be required by their Line Manager.

