

# Role Description

Position	
Role Title	Venue Assistant
Directorate	Business Development and Communications
Department	Venues
Pay	<a href="#">Real Living Wage</a>
Hours of Work / FTE	
Contract Type	Student
Reports To	Venues Manager/Head of Venues

## Principal Duties and Responsibilities

1. Provide friendly, efficient, and inclusive customer service at all times.
2. Carry out kitchen duties including washing up, basic food preparation, and serving meals.
3. Maintain a clean, safe, and welcoming environment throughout the Hive venue.

## Key Tasks

- Serve customers promptly and efficiently while upholding high service standards.
- Ensure bar, seating, and service areas are kept clean and tidy.
- Prepare and serve hot drinks as a trained barista (full training provided).
- Prepare and serve a range of high-quality alcoholic and non-alcoholic drinks.
- Prepare simple food items from the menu.
- Support event setup and delivery, including safe manual handling.
- Provide accurate information to customers about products, menus, and allergen content.

## Common Requirements for all Roles

- Actively contribute to key LBSU projects and events as required.
- Carry out additional duties appropriate to the role and grade.
- Commit to your own development and support the development of others, engaging in relevant training opportunities.
- Take responsibility for health and safety, ensuring your actions protect yourself and others.
- Work within the Union's Policies, Articles, and Byelaws, promoting our core values and objectives.
- Act as a positive role model, treating all colleagues, visitors, and contractors with fairness, respect, and professionalism.
- Embed sustainable practices into your everyday work wherever possible.

## Person Specification

<b>KNOWLEDGE &amp; EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Good communication skills, including clear verbal</li></ul>
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	<p>communication and effective listening.</p> <ul style="list-style-type: none"> <li>• Bar or catering experience (desirable).</li> </ul>
<b>ABILITIES &amp; SKILLS</b>	<ul style="list-style-type: none"> <li>• Ability to work effectively in a high-energy, fast-paced environment.</li> <li>• Confident working both independently and as part of a team.</li> <li>• Able to work responsibly in a licensed venue, including serving alcohol.</li> <li>• Reliable with strong timekeeping and punctuality.</li> <li>• Comfortable using digital tills and processing card payments.</li> </ul>
<b>VALUES &amp; BEHAVIOURS</b>	<ul style="list-style-type: none"> <li>• A flexible, positive, and solution-focused attitude</li> <li>• Commitment to Leeds Beckett Students' Union's Mission, Vision and Values</li> <li>• Commitment to working as a proactive member of a team</li> <li>• Respect for the principles of client confidentiality</li> <li>• Commitment to the creation of an environment that promotes equality of opportunity whilst recognizing and valuing diversity</li> <li>• Commitment to excellent standards of customer care</li> <li>• Commitment to working in a student-led, democratic environment</li> </ul>