

We're Hiring

Bars Supervisor November 2024



**Tricia
O'Neill**

Guild CEO

“ Thank you for your interest in joining us here at Liverpool Guild of Students.

As a students' union, we are committed to offering excellent opportunities, services and facilities for all 28,000 students at the University of Liverpool. We make sure that our members have the best experience, become equipped to change the world and are proud of their Guild, aiming to be one of the leading Students' Unions in the UK. This is an exciting time for us as we return to our campus in the Post Covid environment.

We are very proud of our achievements over the last few years and how our staff team and members came together to adapt carry on the Guilds work. We are also in the 4th year of a 5 year strategic plan, and are excited to welcome new and talented people to help us meet our development goals. This is a fantastic opportunity to work in a vibrant and ever-changing environment, alongside a team of amazing people who are truly dedicated to improving the student experience. Enjoy reading more about us in this pack, and I wish you the best of luck with your application.

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About us

We're Liverpool Guild of Students, the award-winning Students' Union for the University of Liverpool. Our job is to create a home for each of the 28,000 students during their time here, ensuring each student gets the most out of student life beyond their degree.

We like to think of ourselves as home for opportunities - whether that be through joining one of our 200+ societies, taking part in volunteering, coming to a pub quiz or tucking into one of our ever-famous burritos. Each student becomes a member of the Guild as soon as they join the University, and being part of our staff team means looking forward to seeing what opportunities students embark on and achieve every year.

Our strategy

What is the Guild For? (Our Mission)

We will offer excellent opportunities, services and facilities which improve, enrich and develop the lives of all students at the University of Liverpool, from application to graduation.

Where are we going? (Our Vision)

We will ensure that our members have the best experience, be equipped to change the world and be proud of their Guild. We will be one of the leading Students' Unions in the UK.

To do this, we promise to:

- Support our members
- Invest in our spaces
- Ensure all members benefit from the Guild
- Put members at the heart of decision making

To help us keep our promises and continue to deliver a great experience for our members, we invest in the following four key areas:

- People
- Equality, Diversity and Inclusion
- Communications
- Digital and IT

How we're run

We're run by students, for students, and with students.

This is at the heart of everything we do, and our democracy structure is designed to give every student the chance to have their say and shape their university experience.

We're the key link to the University, representing the voice of 28,000 students and helping to improve the quality of their education. If something needs to change, we'll help them to make it happen.

Funding

We receive most of our funding from the University of Liverpool. We get this each year in the form of a block grant. We also raise funds through trading (bars, the shop and Starbucks) and a small amount from donations and other grants. As a charity, we do not generate profits to pay to shareholders - every penny that is made is reinvested back into the organisation.

Trustee Board

Our Board of Trustees is made up of four full time student representative officers, 4 student trustees and 4 external trustees. The Board has overall responsibility for the management and administration of the Guild, fulfilling this by setting the overall strategic direction and directly managing the Chief Executive.

Staff Structure

We currently employ circa 70 salaried staff to provide services for our members, as well as approximately 120+ student staff. The Senior Leadership consists of three Department Directors and the Chief Executive.

Our elected leaders

Every year, students are given the chance to vote for, and stand to be one of, the four Student Officers who run our organisation. They lead the political and campaigning direction of the Guild and help ensure that our priorities are aligned to students' needs.

Our Student Officers 202 -202 are:



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Guild President



ma bra im
Vice President



o ompso
Vice President



i e ra o a uri
Deputy President



Our Values

Representative & Involving:

Our members lead us and are involved in shaping their own experience at every level.

Fun & Friendly:

Everyone is welcomed here and we create a home away from home for all our members.

Sustainable:

We've been here for over 100 years. We'll be here for hundreds more by being ethically, environmentally and financially sustainable

Professional & Responsible:

We are inclusive, informative, respectful, human and inspiring.

Innovative & Agile:

We are responsive to new ideas.

Ambitious:

Everything we provide is the high quality our members deserve.



Working With us

Where we work

Our building sits right in the heart of campus, at 160 Mount Pleasant. If coming to work with us would mean relocating, you can find out more about Liverpool by visiting www.visitliverpool.com but take it from us, it's an amazing city to live and work in.

Diversity and inclusion

We're committed to ensuring our workforce reflects the diversity of the world and community we're based in. We positively encourage applications from all individuals irrespective of their gender, age, home country, ethnic background, sexuality, religious beliefs or disabilities.

Benefit

If working here wasn't good enough in itself, we also offer a wide selection of benefits

Holidays

We offer 30 days annual leave, plus bank holidays. In addition to this, we also offer six discretionary days, four days at Christmas and two days at Easter. We also provide the option to buy additional annual leave of up to ten days per annual leave year.

Discounts, Discounts, Discounts

You can join the University Perks at Work discount scheme, which offers exclusive deals and discounts at your high street favourites, restaurants, cinemas, holidays and many more. You can also purchase a Totum Card and download the Totum App for further discounts and offers, and enjoy keeping fit for less with a discounted membership at the University gym.

Events & Socials

From our annual Christmas party to free Mountford Hall gig tickets and socials organised by your Staff Representatives throughout the year, there's opportunities to mix with colleagues outside of the working day.

Learning and Development

If you're keen to further your skills, knowledge and experience, we provide a range of ways you can boost your personal development. There's money in the pot to invest in you.

Volunteering

Make the most of the opportunity to give something back with five paid days for volunteering leave.

Flexible Working

You can request to work more flexible hours to suit your lifestyle

Car Parking

If you travel to work by car, you can make use of the various car parks in close proximity to our building which can be accessed at the swipe of your University staff card.

Employee Assistance Programme (EAP)

Access the EAP and get extra support as and when you need it. Ran in conjunction with the University of Liverpool, the EAP offers confidential counselling and information to support staff with personal or work-related issues which may be affecting your health, wellbeing or performance.

Occupational Sick Pay

All Employees are eligible for occupational sick pay, in line with our attendance procedure.

Salary Sacrifice Scheme

Trade in part of your salary for a non-cash benefit via the Childcare voucher or Cycle to Work scheme – giving a little bit can go a long way.

Pension Scheme

You can put it away for a rainy day by entering our pension scheme.

% of our employees would wholeheartedly recommend the Guild as a great place to work.



"When I started at the Guild in 2005, my line manager told me "no two days will be the same", this is very accurate! The Guild is a fast-moving organisation which strives to do its best to create opportunities for its staff team.

The Guild has supported me through my professional qualifications, financially, but more importantly endless encouragement. I have grown in many ways; the Guild has helped me carve out a career and find my voice."

Angela Thomas, Deputy Director of Finance. Employed since May 2005.



Since starting my journey as a Student Staff member, the Guild has offered opportunities to develop my skills and grow professionally. I have benefited from a range of training not only role specific but also in wider transferable skills.

Always striking a great work-life balance, the Guild is a supportive and friendly environment to work in – in which no two days are the same.

But at the heart of the organisation is the dynamic staff team; ready to push your skill set, challenge your thinking or just have a chat about in the staff kitchen.

plus, the free tea and coffee helps!

Alex Jones, Content Marketing Manager Employed since Nov 2016.

Equality Diversity & Inclusion

Liverpool Guild Equality, Diversity and Inclusion Plan

We will ensure all of our students and staff feel they belong and find their place in our diverse and inclusive community.

Ensuring our staff and members all feel equally supported, welcomed and included and that the Guild proactively seeks to remove barriers to participation across all of its activities and areas of work and that our staff team more closely reflects our community.

Goals

Our vision for EDI Excellence will be achieved by delivering the following goals:

1. Developing our team and making sure all of our Ethnically Diverse staff feel supported.
2. Consistent good EDI practice across all areas of the Guild
3. Increasing diversity in our staff teams
4. Broadening the student offer

More details about how we plan to deliver each of these goals can be found on our website <https://www.liverpoolguild.org/about/mission-vision-values/equality-diversity-and-inclusion-excellence-plan>

Guaranteed Interview Scheme

The Guaranteed Interview Scheme for Ethnically Diverse Candidates at Liverpool Guild of Students is committed to the principles of equality of opportunity. We annually review racial diversity within our workforce and it is a key priority for us to improve racial and ethnic diversity amongst our workforce, and as such we particularly welcome applications from ethnically diverse candidates and have introduced a guaranteed interview scheme. We recognise that applicants from ethnically diverse backgrounds may have experienced additional barriers when applying for new roles.

Therefore, we are taking positive action to address an under-representation within our organisation. If you meet the minimum criteria (at least 80% of the 'essential' criteria in the person specification) and are from an ethnically diverse background, you'll be guaranteed an interview. If you are an ethnically diverse applicant and would like to be considered under our guaranteed interview scheme, you must indicate this by selecting the relevant box on the Equality and Diversity Monitoring Form. If you do not select this box, your application will be considered alongside all other applications. It is important to note that this scheme only guarantees an interview for ethnically diverse applicants who meet the minimum criteria. The selection decision at interview will be based on the most suitable candidate, regardless of background or protected characteristic.



More details about our Equality, Diversity and Inclusion Excellence Plan including how we plan to deliver and Key Performance Indicator's for this project can be found on our website:

<https://www.liverpoolguild.org/about/mission-vision-values/equality-diversity-and-inclusion-excellence-plan>

Job Description

Bars Supervisor

Job Title:	Bars Supervisor
Hours:	Full Time
Responsible to:	Bars Manager
Responsible For:	Supervising Student Bar Team
Salary:	£23,550 point 3 on the Guild's pay grading and banding structure

Summary of Post

Supervise front line staff on the bars under the guidance of the Bars Manager and Deputy Director of Operations. Lead the team in delivering high standards in service and quality to all customers, enhancing the student experience and professional image of the Guild. To act as a Duty Manager as and when necessary.

Main Duties

To lead, supervise and provide front of house staffing to the venue bars under the guidance of the Bars Manager.

To ensure that services are delivered by student staff in accordance with the Guild values and instruction of the Bars and Venue Management Team.

To ensure and provide a high customer service standard within the bounds of the licensing laws.

To ensure licensing laws are adhered to and that student staff are adhering to them.

To act as duty manager as required.

Assist the Bars Manager in managing stock levels and recording of wastage.

Assist in keeping good public order within Guild premises, monitoring and supervising the work of security staff as required.

To record all refusals at the bar and ensure that all student staff are reporting all refusals.

To provide a welcoming atmosphere for customers to encourage repeat business.

To assist in other Guild outlets such as The Guild Shop and Union Brew when necessary and during quieter periods for the bar operation.

- **Financial**

Follow venue financial procedures and instructions under instruction of the Bars and Venue Management Team.

Record all wastage on the till and within a wastage folder.

Handle Cash, input into tills, cash up and bank to procedure, ensuring tills, floats and all cash is balanced accurately.

Monitor staffing levels to ensure financial targets set by the Bars and Venue Management are achieved.

Ensure all money handling processes are followed by all staff in line with The Guild's financial procedures.

- **Staffing**

Assist the Bars Manager in providing student staff with high quality training and maintain accurate, up-to-date records of all such training.

Assist in planning weekly rotas to enable the bar to function effectively without exceeding staff expenditure budgets/ratios.

Escalate any disciplinary issues with staff to the Bars Manager, following Guild procedures

Ensure all time sheets are checked and verified in accordance with current guidelines issued by the Finance Manager.

- **Health & Safety**

To observe as applicable, and ensure the adherence to:

- Licensing laws
- Procedure and instructions relating to fire and accidents
- Hygiene and Health and Safety Regulations
- All aspects of consumer law

Ensure beer and soft drink lines are cleaned to a high standard.

Ensure that all staff work in a safe manner, seeking to minimise hazards to ensure the safety of other staff and customers, reporting and addressing all safety hazards immediately.

To maintain the required standards of operational hygiene according to the cleaning rotas at all times.

Ensure all incidences and accidents are reported as appropriate, including the completion of all necessary paperwork.

- **General**

As required, act as Duty Manager (Duty Licensee) opening and securing premises, locking up and alarming the premises as necessary.

To maintain a flexible working approach towards tasks and hours require

Assist in key events throughout the year, including Welcome Week and Elections, if necessary;

Notes

The job description is current at 30-10-2024 and should be reviewed annually. It outlines the main duties of the position and is designed for the benefit of both the post holder and the Guild in understanding the prime functions of the post. It should not be regarded as exclusive or exhaustive. In particular, given the grading and nature of the post, the responsibilities of the post holder may well change from time to time.

Management has the right to vary the duties and responsibilities after consultation with you.

Signed:

Name:

Date:

Person Specification

Person Specification

Post Title: **Bars Supervisor**

Criteria	Essential	Desirable
Experience		
At least 2 years' experience working in a bars operation	*	
Experience of working in a customer focussed environment	*	
Cash Handling	*	
Cellar Management Skills		*
Knowledge		
Legal/Health & Safety aspects of a licenced venue		*
Student Unions		*
Understanding of budgets and experience in monitoring financial performance		*
Skills/Abilities		
Ability to work as part of a team	*	
Ability to work to tight deadlines	*	
Good organisational ability	*	
Good IT skills	*	
Ability to develop productive relationships with a range of stakeholders	*	
Qualifications		
Educated to degree level or evidence of operating to a similar standard	*	
Personal licence holder		*
Other		
Committed to the Core values of The Guild	*	
Possess a clean driving licence and have use of a car		*
Ability to work outside normal office hours and at weekends on a regular basis	*	

How to Apply

Please apply using the apply now button on Staff Savvy If you have any questions about the application process please email: guildjobs@liverpool.ac.uk

For an informal conversation about this opportunity, please contact:

[Luke Howson Operation Manager- Bars : l.howson@liv.ac.uk](mailto:l.howson@liv.ac.uk)

Key Dates

You will need to be available for interview on the date listed below if you are shortlisted.

Application deadline: 17th November 2024 - Midnight

Interview week beginning: 25th November 2024

