



RCA SU

Student Bar Staff Recruitment Pack

2024

Kensington Gore
London
SW7 2EU

Email: ryan.lea@rca.ac.uk

Job Title: Bar Student Staff

Responsible to: Trading Services Manager

Salary: £13.15 per hour (LLW), + 12.07% holiday pay supplement

Hours of Work: 1 hour minimum per week

Contract Type: Temporary contract, you must be a student to apply for this position

Location: Kensington Campus, occasional work at Battersea/White City.

Role Description

Purpose of the post:

1. To maintain a safe and clean environment
2. To serve customers to a high standard
3. To take direction from ArtBar Student Supervisors and the Trading Services Manager

Key responsibilities:

Maintaining a safe and clean environment:

- Ensure that relevant areas are kept clean and tidy, in accordance with food hygiene and health and safety regulations
- To be aware of and to report any behaviour contrary to our Premises Licence and ArtBar policies
- Monitor customer behaviour and report any problems or concerns to the Trading Services Manager, paying attention to relevant RCA SU policies and procedures

To serve customers:

- To serve food and drink in line with hygiene and licensing laws
- To develop a full understanding and good knowledge of the products on sale
- Proactively address and resolve customer complaints where possible
- To ensure that till systems and stock management processes are implemented as directed and effectively
- To provide excellent customer service each and every time

Take direction from ArtBar Student Supervisors and the Trading Services Manager:

- To report to the Student Supervisors and Trading Services Manager
- Adherence to licensing law as directed by the Student Supervisors and/or Trading Services Manager
- To carry out day to day tasks as requested by the Student Supervisors and/or the Trading Services Manager
- To apply all systems of operating as determined by the Trading Services Manager
- To feedback any areas of concern to the Student Supervisors and/or Trading Services Manager, as well as put forward suggested for improvement in your area of work

General responsibilities:

- To comply with all RCASU's policies and procedures.
- To attend training and meetings in order to be familiar with relevant procedures.
- To assist in the safe evacuation of the premises as directed and within established procedures.

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the Students' Union. The post holder will be expected to undertake other duties as appropriate and as requested from time to time by management.

As the needs of the College changes, the above job profile, duties and location of the role within the SU will be adjusted accordingly.

Person Specification

	Person Specification	Essential	Desirable
Qualifications	Good general education, typically to Higher/A Level equivalent		x
	First Aid qualification		x
	Food hygiene qualification		x
	Personal licence holder		x
Knowledge and Experience	Experience of operating EPOS systems	x	
	Experience of working in a busy bar or similar operation	x	
	Experience of delivering excellent customer service	x	
	Experience of client facing customer service	x	
	Experience of following protocols and directions	x	
	Experience of working in a customer focussed environment	x	
	Experience of working as part of a team	x	
	Experience of accurate and regular record keeping		x
Skills & Abilities	Interpersonal and communication skills	x	
	Able to deal with any kind of situation in a calm and professional manner	x	
	Excellent organisational and time management skills	x	
	Positive working attitude	x	
	Excellent customer service skills	x	
	Ability to multitask and prioritise tasks	x	
	A flexible and adaptable approach to work		
Values and Attributes	Understanding and ability to create an inclusive environment	x	
	Decisiveness	x	
	Ability to diffuse tense situations and resolve conflicts	x	
	Responsive and good communicator	x	
	Exceptional communication and interpersonal skills.	x	

Equality of Opportunity & Diversity

The RCASU is committed to the principles of equality of opportunity and will endeavour to meet the needs of any candidate who fulfils the requirements of the person specification.

At the RCASU, we take inclusion and diversity seriously. We know that getting this right is critical for us to live our organisational values: Independence, Transparency, Equality, Inclusivity and Sustainability.

We are always trying to improve our way of working to be more inclusive and equal. Everyone is welcome and supported in their development at all stages in their journey with us.

Further Information and Questions

For an informal conversation, further information or any questions about this opportunity, please contact Alasdair McLaughlin, Trading Services Manager, alasdair.mclaughlin@rca.ac.uk

Applications

To apply please submit a completed application form which can be found in this pack. We would be grateful if you would complete the Equal Opportunities Monitoring Form.

Applications can be sent by email to alasdair.mclaughlin@rca.ac.uk

Student Bar Staff Application Form

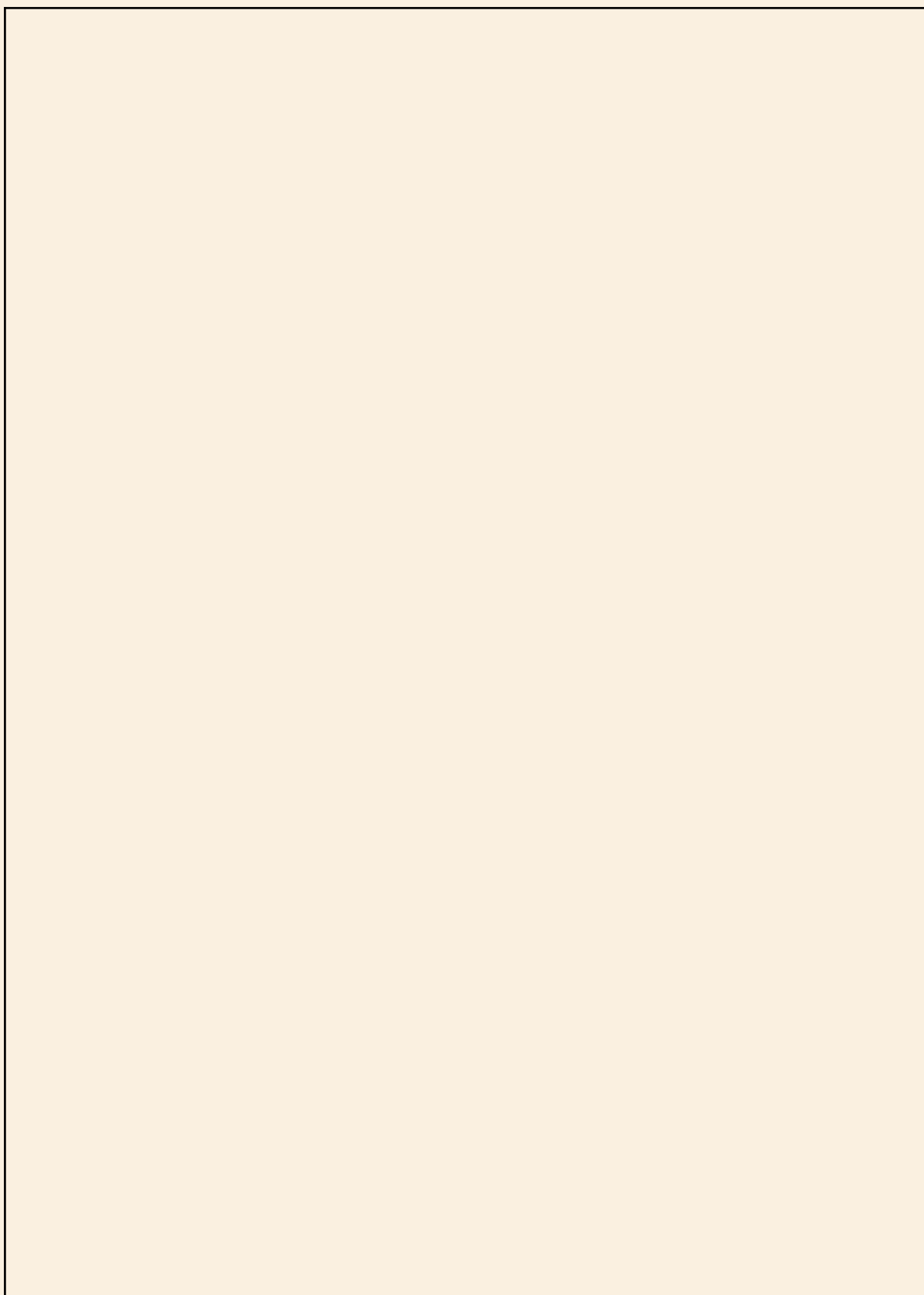
Please complete all sections

Position Applied For: Student Bar Staff
PERSONAL DETAILS
Title: Last Name: First Name(s): Address: Post Code: Telephone Number: Mobile Number: Email Address: NI Number:

EMPLOYMENT or VOLUNTARY POSITIONS HELD IN THE LAST 5 YEARS			
Length of service Date from - to	Name of Employer	Post Title	Reason for Leaving

REASONS FOR APPLYING

Please tell us why you are interested in becoming a Student Bar Staff for the Royal College of Art Students' Union and how you fulfil the person specification. Please continue on a separate page if necessary.



Criminal Convictions and Disclosure Barring Service Checks

This post is covered by the Rehabilitation of Offenders Act 1974. This means you must provide details of only those criminal convictions that are not 'spent' under the terms of the Act. You may wish to contact the Probation Service about whether any convictions are regarded as spent before signing the declaration. This information will be kept in confidence and will be discussed with short listed applicants at the interview, only if the conviction is considered relevant to the post.

Some posts within the Students' Union will require post holders to undertake a Disclosure Barring Service check. Please note criminal record or conviction is not necessarily a barrier to roles with the students' union

Do you have any un-spent criminal convictions	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
If successful, do you consent to have a Disclosure Barring Service enquiry?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
I declare that the information given on this form is correct to the best of my knowledge and acknowledge that by signing this form I give my consent to sensitive personal information being recorded and stored.		
Signed		Date

General Details

Are you currently eligible to work in the United Kingdom?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
Do you currently have an application for a visa/entry clearance with the UK Border Force?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
Have you previously applied for employment with the Union?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
Have you previously applied for employment with the Union? If yes, please give details of post(s) and date(s):		
Are you related to a member of the Union Staff? If yes, please state who and nature of relationship:		

Where did you see the position advertised?			
DATA PRIVACY			
<p><i>I understand that my data will be processed by the Union in accordance with the requirements of the Data Protection Act 1998. It will be used for administrative purposes to communicate with you, to consider your application for the role and analysis for management information, statutory returns and provide anonymous equal opportunities monitoring. This information will be held securely for at least 6 months.</i></p>			
DECLARATION			
<p>To the best of my knowledge and belief, the information contained in this form is accurate. I understand that giving false information, or failure to supply details, will invalidate an appointment to the position of Student Bar Staff and may lead to the termination of that appointment.</p>			
Signed		Date	
<p>Please return completed application form to alasdair.mclaughlin@rca.ac.uk</p>			

**EQUAL OPPORTUNITIES
MONITORING FORM**

The completion of this form is not compulsory.

CONFIDENTIAL

In accordance with its policy on equal opportunities in employment, the RCASU will provide equal opportunities to any employee or job applicant and will not discriminate either directly or indirectly because of race, sex, sexual orientation, gender reassignment, religion or belief, marital or civil partnership status, age, disability or pregnancy and maternity.

In order to assess how successful this policy is we have set up a system of monitoring all job applications. We would therefore be grateful if you would complete the questions on this form. We have asked for your name to enable us to monitor applications at shortlisting and appointment as well as application stage.

All information will be treated in confidence and will not be seen by staff directly involved in the appointment. The questionnaire will be detached from your application form, stored separately and used only to provide statistics for monitoring purposes. Thank you for your assistance.

PERSONAL DETAILS			
First Name		Surname	
Date of Birth		Age	
GENDER			
Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
Other - Please specify:		Prefer not to disclose	<input type="checkbox"/>
MARITAL STATUS			
Single	<input type="checkbox"/>	Married	<input type="checkbox"/>
Divorced	<input type="checkbox"/>	Other - Please specify:	<input type="checkbox"/>
SEXUALITY			
Bi-sexual	<input type="checkbox"/>	Gay	<input type="checkbox"/>
Heterosexual	<input type="checkbox"/>	Lesbian	<input type="checkbox"/>
Other	<input type="checkbox"/>	Prefer not to disclose	<input type="checkbox"/>

ETHNIC ORIGIN			
White		Black or black British	
A) British	<input type="checkbox"/>	M) Caribbean	<input type="checkbox"/>
B) Irish	<input type="checkbox"/>	N) African	<input type="checkbox"/>
C) Any other white background	<input type="checkbox"/>	P) Caribbean	<input type="checkbox"/>
Mixed		Other ethnic groups	
D) White and black Caribbean	<input type="checkbox"/>	R) Chinese	<input type="checkbox"/>
E) White and black African	<input type="checkbox"/>	P) Other ethnic groups - Please specify:	<input type="checkbox"/>
F) White Asian	<input type="checkbox"/>		
G) Any other mixed background	<input type="checkbox"/>	Z) Not stated	<input type="checkbox"/>
Asian or Asian British		Other - Please specify:	
H) Indian	<input type="checkbox"/>		
I) Pakistani	<input type="checkbox"/>		
J) Bangladeshi	<input type="checkbox"/>		
K) Other Asian background	<input type="checkbox"/>		
RELIGION OR BELIEF			
Christian	<input type="checkbox"/>	Buddhist	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	Jewish	<input type="checkbox"/>
Muslim	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
None	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
Other - Please specify:			

DISABILITY			
Disability is defined by the Disability Discrimination Act as: A physical or mental impairment, which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities. The disability could be physical, sensory or mental and must be expected to last at least 12 months.			
Are you a disabled person as defined by the Disability Discrimination Act?			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, please tick below			
Declared disabled	<input type="checkbox"/>	Information refused	<input type="checkbox"/>
Deaf or serious hearing impairment	<input type="checkbox"/>	Blind or serious visual impairment	<input type="checkbox"/>
Physical impairment or mobility issues	<input type="checkbox"/>	Cognitive impairment (e.g. Autistic Spectrum Disorder)	<input type="checkbox"/>
Long standing illness or health condition (e.g. Diabetes, Cancer)	<input type="checkbox"/>	Specific learning disability (e.g. Dyslexia)	<input type="checkbox"/>
General learning disability (e.g. Downs Syndrome)	<input type="checkbox"/>	Mental health conditions (e.g. Depression)	<input type="checkbox"/>
Other - Please specify:			

Thank you for taking the time to fill in this form. Please return it with your application to alasdair.mclaughlin@rca.ac.uk