**JOB SPECIFICATION**



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| **JOB TITLE** | **AREA OF WORK** |
| Casual Assistant | Commercial Services |
| **SALARY** | **BENEFITS** |
| National Living Wage in line with age |  |
| **LINE MANAGER(S)** | **LINE MANAGER FOR** |
| Front of House ManagerSports Centre Co-ordinatorHorticulture Facilities ManagerEquine Events ManagerFood & Beverage Business Support ManagerConference and Events Supervisor***(Dependent on area of work)*** | N/A |
| **KEY TASKS AND RESPONSIBILITIES** |
| To assist the Commercial Services section of Myerscough College to meet the needs of staff, students and external customers. This can be via providing support in any of the following areas:* Food and Beverage (bar or food outlets)
* Sports Centre
* PlantWorld
* Equestrian Centre
* Conference and Events

It is possible to work across a number of areas, or specialise in one section, depending on skills, experience and availability. |
| **ROLE SPECIFIC DUTIES** |
| **Across all areas, demonstrate high levels of customer service.****Food** |
| * Basic food preparation and service in a variety of outlets across campus.
* Assist in keeping areas clean and tidy, including washing up.
* Stock machines, fridges, snack areas so that items are visible, stock rotated and easily accessible for customers.

**Bar** (over 18’s only)* Serve drinks, ensuring customer age is checked and verified.
* Stock fridges ensuring stock rotation.
* Take cash and card payments, operating a till and card machine.
* Move stock in and out of the cellar and store areas as required.
* Monitor customer behaviour and alert a senior member of staff of any issues.
* Ensure the bar is clean and tidy at all times.

**College Shop*** Serve customers, taking cash and card payments, operating a till and card machine.
* Stock fridges and shelves, ensuring stock rotation.
* Monitor security and alert a senior member of staff if issues arise.
* Assist in keeping the area clean and tidy.

**Sports Centre*** Assist in the set up and monitoring of events.
* Ensure the centre and surrounding area is clean and tidy.
* Carry out checks to ensure facilities are being used as prescribed.
* Assist customers by providing information in relation to classes, memberships, events, etc.

**Equestrian Centre*** Assist in the set up and break down of events.
* Ensure the centre and surrounding area is clean and tidy.
* Assist customers by providing information in relation to events, etc.
* Handle sales or branded clothing including taking card payments.

**PlantWorld*** Ensure the garden centre and surrounding area is clean and tidy.
* Take cash and card payments, operating a till and card machine.
* Stock areas to ensure plants, confectionary and gifts are visible and accessible to customers.

**Conference and Events*** Assist in the set up and break down of meeting rooms and event spaces.
* Meet and greet customers to ensure their booking goes smoothly.
* Assist in the running of various events across the campus, both internal and external.

It is possible for casual staff to be trained in a variety of the areas shown here, or it may be more appropriate for them to focus on one area. This will be assessed on an individual and ongoing basis. |
| **GENERAL DUTIES** |
| To role model and promote the College values:   * **Learning -**Our delivery will be high quality and innovative with students at the heart of decision making.
* **People -**We will enable staff and students to fulfil their potential whilst promoting resilience, leadership, accountability and teamwork.
* **Sustainability -**We will provide a happy, healthy, safe, supportive and sustainable environment in which to live, work and study.
* **FREDIE** - We will advance **FREDIE**:  Fairness, respect, equality, diversity, inclusion, engagement in all we do.

Promote College sustainability policies and strategies by personal commitment and leading by example and complying with all quality and environmental standards and expectations. This includes active involvement in carbon reduction, embedding of carbon reduction practices (lights off, heating down etc.) and being vigilant in relation to the College’s approach to Reduce, Reuse and Recycle ethos.Actively participate in the Annual Review and Development process in line with individual needs and College strategic plan priorities. Agree objectives with the Line Manager and ensure they are achieved.Be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults at all times in line with the College’s own Safeguarding Policy and practices.Be thoroughly aware of College Health and Safety policies and procedures, attend mandatory health and safety training appropriate to the role and ensure the full implementation of College policies, procedures across all areas of responsibility. Ensure that employees within line management are also compliant with the policies, procedures and training requirements including reporting and recording all accidents and near misses. Ensure full adherence to and implementation of the Data Protection Act 1998, the General Data Protection Regulations 25 May 2018 and the College Data Protection Policy and Procedure and ensure that employees within their responsibility.Any other duties that may reasonably be required by Line Management and the Chief Executive & Principal. |

**Location of work**

You may be required to work at or from any building, location or premises of Myerscough College, and any other establishment where Myerscough College conducts its business.

**Variation to this Job Description**

This is a description of the job as it is at present, and is current at the date of issue.  The job description will be renewed and updated as necessary to ensure that appropriate revisions are incorporated, and that it relates to the job to be performed.  This process is conducted jointly with your Line Manager.  You are expected to participate fully in the review and, following discussion, to update your job description as is considered necessary or desirable.  It is our aim to reach agreement on reasonable changes.  However, if such agreement is not forthcoming, Management reserves the right to insist on changes after consultation with you.

**EMPLOYEE SPECIFICATION**

(PI) Post Interview

(A) Assessed via Application form ( I ) Assessed via Interview

(P) Assessed via Presentation in interview (T) Assessed via Test

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| **ESSENTIAL CRITERIA:** | **DESIRABLE CRITERIA:** |
| ***Personal Attributes*** |
| Presentable and professional appearance (I)Ability to work as part of a team (A/I)Ability to work to quality standards (A/I)Good command of the English language (A/I)Appropriate level of physical and mental fitness (PI) |  |
| ***Attainments*** |
| Competent in ICT (A)GCSE English and Maths at Grade C/4 or above (or an equivalent standard) (A/I) | Basic food hygiene certificate (A) |
| ***General Intelligence*** |
| The capacity to communicate highly effectively both verbally and in the written word at all levels and via electronic methods/media (A/I/PI) |  |
| ***Special Aptitudes*** |
| Ability to be flexible in your approach in some fast paced environments (A/I) | Knowledge / experience in any of the areas highlighted in the job description section (A/I) |
| ***Interests*** |
| Interest in developing own skills and experience (A/I)Interest in creating a great college campus environment (A/I) |  |
| ***Disposition*** |
| Excellent interpersonal skills (I)Outstanding communication skills (I/P/T)Friendly and approachable (I)Person centred approach (I)Can-do attitude (A/I/P) |  |
| ***General*** |
| An understanding of “safeguarding” and its importance within the College\* (A/I)An understanding of health and safety requirements of a working environment (A/I)An understanding of Fairness, Respect, Equality, Diversity, Inclusion and Engagement (FREDIE) issues within an educational context (A/I) |  |
| ***Circumstances*** |
| Willing to apply for Disclosure & Barring Service Enhanced level clearance (important–further information below). (A/I)Ability and willingness to work flexibly (I) |  |

\*Interviews will explore issues relating to safeguarding and promoting the welfare of children, including motivation to work with and ability to form and maintain appropriate relationships and personal boundaries with children and young people together with emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline.

**TERMS AND CONDITIONS**

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| **JOB TITLE** | **AREA OF WORK** |
| Casual Assistant | Commercial Services |
| **SALARY** | HOURS OF WORK |
| National Living Wage in line with age | Varied dependent on business levels |
| PROBATIONARY PERIOD | DRESS CODE |
| A probationary period of nine months applies to new entrants to the College | All post holders are expected to be of a professional and presentable appearance. Some aspects of uniform will be provided. |
| REFERENCES / MEDICAL CLEARANCE / DISCLOSURE |
| The appointment is subject to the receipt of satisfactory references, medical clearance and Disclosure & Barring Service check/ISA (if applicable). Occupational Sick pay is not paid during the first four months of service and thereafter is subject to the College’s Sick Pay Scheme**.** Should your application be successful you will be sent further details via email from eSafeguarding. They are the Registered Umbrella Body we have chosen to complete the Disclosure and Barring Service (DBS) process on your behalf.Please note that all new employees of the College will be required to pay for their DBS check via eSafeguarding at the time of application (at present £40.00 for an enhanced level check). |

**DBS UPDATE SERVICE**

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| The Disclosure and Barring Service (DBS) update service lets applicants keep their DBS certificates up to date online and allows employers to check a certificate online. |
| BENEFITS TO YOU | **HOW TO REGISTER** |
| * Saves you time and money
* One DBS certificate may be all you will ever need
* Take your DBS certificate from role to role within the same workforce
* You are in control of your DBS certificate
* Get ahead of the rest and apply for jobs DBS pre checked
 | You can [register online](https://secure.crbonline.gov.uk/crsc/subscriber) as soon as you have your application reference number. You can ask for the number when you apply for your DBS check.Or you can wait and [register](https://secure.crbonline.gov.uk/crsc/subscriber) with your certificate number when you receive your DBS certificate. **If so, you must do so within 30 days of the certificate being issued.**To check the progress of your DBS certificate use the [DBS tracking service.](https://secure.crbonline.gov.uk/enquiry/enquirySearch.do)**Registration lasts for 1 year and costs £13 per year (payable by debit or credit card only).**You’ll get an ID number with your registration that you need to log on to the service. Make sure you write it down.  |
| WHAT YOU GET |
| When you join, you’ll get an online account that lets you:* Take your certificate from one job to the next
* Give employers permission to check your certificate online, and see who has checked it
* Add or remove a certificate
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