



STUDENT GENERAL ASSISTANT (F & B-Cardiff Operations) **[4 POSITIONS]**

PAY RATE: National Minimum Wage (*the hourly rate for the minimum wage depends on your Age*)

CONTRACT TYPE: Zero-hours contract (Casual)

PURPOSE OF THE POSITION

To support the Students' Union's food and beverage operations at the Cardiff campus by delivering excellent customer service across both kitchen and bar areas. Working as part of a friendly, collaborative team, you will be trained to prepare and serve food and drinks, maintain high standards of cleanliness and ensure customers have a positive and enjoyable experience. This role is casual and flexible, making it ideal for students who are enthusiastic, reliable, and ready to get stuck into a busy, sociable work environment.

KEY RESPONSIBILITIES

1. FOOD & DRINK PREPARATION AND PRODUCTION

- a) To assist with the preparation and production of meals and drinks offered for sale in the F and B department.
- b) To develop a comprehensive knowledge of the products offered by the F and B department.
- c) To monitor the quality of ingredients and finished products to ensure they meet the established standards and to take corrective actions if there are any deviations from quality expectations.

2. FOOD HYGIENE AND SAFETY

- a) To ensure that a high level of personal hygiene is held at all times, including ensuring clean clothing is worn and that handwashing routines are followed.
- b) To ensure all cleaning checklists are completed and checked daily.
- c) To adhere to the USWSU Food and Beverage procedure booklet.
- d) To develop a comprehensive knowledge of all products sold at the University of South Wales Students' Union, understanding the importance of knowing the risks of allergies.

3. CUSTOMER SERVICE & CARE

- a) To take orders, serve customers and handle payments, via an EPOS system.
- b) To ensure that a high level of customer care is maintained at all times, ensuring that the requirements of the customer are met.
- c) To serve customers with food and beverages.
- d) To clean and clear tables.
- e) To provide an efficient and friendly service to customers of the Union, ensuring that the requirements of customers are met. To address, resolve and record any issues or complaints related to food and service promptly.
- f) To be knowledgeable about special dietary needs and be able to accommodate them when preparing meals.
- g) To unpack deliveries.
- h) Checking customers identification and age verification.

4. CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

- a) To participate in any CPD deemed necessary to support and develop the Union's commercial services.

5. **HEALTH & SAFETY**

- a) To ensure that all aspects of food safety legislation are understood and complied with.
- b) Understand and implement the principles of safe food handling.
- c) To ensure that agreed Health and Safety standards are always maintained.
- d) To be aware of your own responsibility towards creating a safe working environment.
- e) To be aware of and abide by agreed fire regulations within the Union.

6. **SECURITY**

- a) To be aware of all aspects of possible pilferage and work with senior management and departmental staff to prevent such occurrences.

7. **ENVIRONMENT**

- a) To assist in ensuring that agreed environmental standards are maintained within the Union.

8. **GENERAL**

- a) To assist with any other activities where required within the wider Union, which from time to time may occur.
- b) Reasonable duties as requested by management.
- c) Supporting management with tasks as instructed.
- d) To communicate any personal or customer concerns effectively to management.

PERSON SPECIFICATION

Qualifications, Training and Experience.	Essential	Desirable
Experience of working within hospitality or retail.		X
Familiarity with food safety regulations and procedures. Food safety certification and/or HACCP certified.		X
Experience of working under pressure and to tight deadlines.	X	
Experience of working within customer services role.	X	
Barista, bar work, or food preparation skills		X
Skills, Knowledge and Ability.		
Strong problem-solving capabilities with the ability to adapt to changing environments.	X	
Good listening & communication skills	X	
Ability to find creative solutions, offering advice and recommendations.	X	
Able to work within a team and deliver results.	X	
Willingness to develop, grow and keep up with the demands of our developing business.	X	
Fluent in the medium of Welsh		X
Personal attributes and attitudes.		

Positive about working in a member-led organisation.	X	
An attention to detail and a commitment to quality	X	
A commitment to the principles and practices of equality and diversity.	X	
A positive attitude and flexible approach.	X	
Eligible to work in the UK.	X	

Deadline: 25th August 2025

***IF WE RECIEVE A SUFFICIENT NUMBER OF APPLICATIONS, WE WILL CLOSE APPLICATIONS EARLY - so please apply early to avoid disappointment.**