

Cardiff Student Bar Staff - Job Description & Person Specification

(4 Positions)

Why work with us?

Our Cardiff venue is located on a campus designed for creators ... a place where creativity, connection and community come together. We're looking for a team of Student Bar Staff to help bring our venue to life. You'll play an important role in creating a welcoming and enjoyable experience for students and visitors, whether you're serving customers, preparing drinks or supporting events. You'll gain valuable experience in hospitality, customer service and working as part of a busy team.

As part of the role, you'll be expected to complete required food safety training and be available to work a range of shifts, including evenings, weekends and key Students' Union events. We'll share shift and event dates as far in advance as possible, so you can plan your availability around your studies.

We're looking for enthusiastic, reliable and hardworking students who are committed to providing excellent customer service and helping create the atmosphere, energy and experiences that makes our Cardiff venue a great place to be.

Contract Type: Casual

Salary: National minimum wage

Location: Cardiff USW Campus

Report to: Cardiff Operations Manager

1. Bar Operations & Service

- Deliver friendly, efficient and professional service to students, staff and visitors.
- Take customer orders, prepare and serve drinks, and process payments using the EPOS system.
- Develop a good knowledge of the products available across our venues, including drinks options and relevant allergen information.
- Support the smooth running of the bar during busy periods, events and activities.
- Assist with opening and closing duties, including restocking, cleaning and maintaining the bar area.
- Receive and unpack deliveries, ensuring stock is stored correctly.

2. Customer Experience

- Create a welcoming and enjoyable atmosphere for all customers visiting our venues.
- Provide excellent customer service, responding to requests and resolving any issues or concerns appropriately.
- Ensure customers are served efficiently and that their needs are met throughout their visit.



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- Check customer identification and follow age verification procedures in line with licensing requirements.

3. Health & Safety Compliance

- Maintain high standards of personal hygiene, cleanliness and presentation at all times.
- Follow all Students' Union health and safety procedures, including safe working practices, food safety and licensing requirements.
- Complete cleaning and operational checks as required.
- Understand and follow responsible service practices, including awareness of allergies and customer safety.

4. Teamwork & Development

- Work positively as part of the wider Cardiff Operations team, supporting colleagues and managers when required.
- Attend relevant training and development sessions to support your role. You will not be permitted to start your role before undertaking all mandatory training.
- Communicate any customer, operational or safety concerns promptly to management.
- Support other Students' Union activities and events where required.

Person Specification

Criteria	Essential	Desirable
Knowledge, Education & Qualifications	• Understanding of the importance of responsible service, customer safety and age verification procedures. • Knowledge of licensing requirements, allergens and hospitality best practice.	• Food Hygiene Certificate (Level 2) • First Aid, or equivalent professional training.
Experience	• Previous experience working in a bar, hospitality, catering, retail or customer-facing environment.	• Experience handling customer queries, resolving issues and supporting customer satisfaction.

	•Experience using EPOS/till systems and handling payments. •Experience of working collaboratively with a range of stakeholders and building effective working relationships.	
Skills & Competencies	• Strong communication and interpersonal skills. • Positive attitude, hardworking approach and willingness to support the wider team. •Reliable, punctual and able to commit to agreed shifts, including evenings, weekends and busy event periods.	•Ability to communicate through the medium of Welsh (spoken and/or written) or a willingness to develop Welsh language skills.

Applications must be submitted by 26th August 2026. We reserve the right to close this vacancy early if we receive a high volume of applications, so we encourage candidates to apply as soon as possible.