

Student Event Bar Staff - Job Description & Person Specification

(12 Positions)

Why work with us?

Our Treforest venues host a diverse programme of events throughout the year, including club nights, live entertainment, student events, celebrations and large-scale functions. We're looking for enthusiastic and reliable Event Bar Staff to support the delivery of excellent experiences across our venues.

As part of our bar event team, you'll help bring our events to life by providing an efficient bar service in a busy and exciting environment. Whether you're serving customers, preparing drinks, processing payments or supporting the wider event team, you'll play an important role in creating a fun, welcoming atmosphere and ensuring every event runs smoothly.

This is a flexible, casual role, with shifts available around our event schedule only. You'll gain valuable experience in hospitality, customer service and event operations, while being part of a team delivering memorable experiences for students, guests and visitors.

Contract Type: Casual

Salary: National minimum wage

Location: Treforest

1. Bar Operations & Service

- Deliver friendly, efficient and professional service across Treforest venues during events and functions.
- 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.
- Maintain clean, organised and well-stocked bar areas throughout events.
- Assist with opening, venue set-up and closing duties, including cleaning and maintaining the venues.
- Work effectively during busy periods, maintaining high service standards.

2. Customer Experience

- Create a welcoming and enjoyable atmosphere for all customers visiting our venues.
- Provide excellent customer service, in a fast-paced event environment.
- Communicate confidently with customers, colleagues and event teams.
- 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 collaboratively with colleagues, supervisors and event teams.
- 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 working at club nights, live events, large-scale functions or licensed venues. • Experience handling customer queries, resolving issues and

	•Experience using EPOS/till systems and handling payments. •Experience of working collaboratively with a range of stakeholders and building effective working relationships.	supporting customer satisfaction.
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.