

RECRUITMENT PACK

VENUE STAFF

Dear Candidate,

Thank you for your interest in joining The Platform Team!

The following pages contain a summary of the principal terms and conditions of the role, key dates in the recruitment process and everything you need to know about our current vacancy. On receipt of the pack, please check to make sure you have downloaded everything you need to complete your application. The application pack is designed to be completed and returned electronically.

I would draw your attention to the person specification which outlines the skills and experience we expect the candidates to possess and be looking for when shortlisting.

Should you wish to have an informal chat about this opportunity please contact the following team member:

Chris Blick
Deputy General Manager
Chris.Blick@northampton.ac.uk

Please note that we are unable to consider CVs. Applicants will only be considered on receipt of a completed application form.

Yours faithfully,

Yvonne Anderson
HR Manager

EVERYTHING YOU NEED TO KNOW!

Summary Terms & Conditions

- Salary detailed in Job Description
- Hours of work detailed in Job Description
- 20 days pro rata to number of hours worked. Holiday is paid at the end of each term.
- The Union operates a pension plan for its eligible employees. As a non-eligible employee you are considered an entitled employee. Should you require any further information on pension options then please contact the Union's Finance department.
- Based at The Platform in Northampton town centre.
- A notice period of 1 week and a probationary period of 3 months are applicable to this role.

This Recruitment Pack contains:

- Job Application Pack Summary
- Information for Applicants
- The Application Process
- Job Description
- Person Specification

To complete your application you will also need to visit www.northamptonunion.com/jobs to download: Application Form (including Equal Opportunities Monitoring Form)

Electronic Application Process

To reduce costs, avoid unnecessary printing and maximise the reach of our recruitment, we manage the initial stages of the application process electronically. This means all the resources which you need to complete your application will be posted online. The Students' Union provides application and equal opportunities monitoring forms as word documents for candidates to complete electronically and return by email.

Key Dates & Return Address

Application Deadline	Friday 18 May 2018 5pm
Interview Date	Tuesday 22 May 2018

Return application to

Yvonne Anderson
HR Manager

yvonne.anderson@northampton.ac.uk

WELCOME TO THE PLATFORM

Who Are We?

The Platform is Northampton's newest venue, located right in the heart of Northampton's town centre and boasting a café, basement bar, club space and conference and training suite. Open to all – our aim is to raise the standard of entertainments and events in Northampton, whilst providing an outstanding customer service at affordable prices.

The Platform is owned by the University of Northampton Students' Union. Led by students, backed by volunteers and staff, the University of Northampton Students' Union exists to ensure that the students of the University, our members, get the best possible experience from their time at Northampton. The Students' Union is a dynamic, fast paced, student-led organisation; representing all students at the University of Northampton across two campuses. The Students' Union runs a variety of services for students including sports, societies, campaigning, volunteering opportunities locally and abroad, student representation, as well as a number of retail outlets, bars and social venues.

Over the past three years we've grown tremendously. Over 2,000 students now participate in our various Societies, 1,600 students play in our Stallions Sports Clubs and compete nationally in the British Universities & Colleges Sports Leagues every Wednesday, hundreds of students attend our evening entertainments every week and thousands of students recognised for their achievements every year through our volunteer recognition and award ceremonies.

With the University of Northampton moving to a brand new Waterside Campus in 2018, it couldn't be a more exciting time to join the Students' Union and be a part of team that leads and manages this transition.

The Students' Union will be spread across two sites following the move – the Heritage Listed Engine Shed building on the Waterside Campus, opening in August 2018, and a brand new town centre venue in the heart of Northampton, which opened earlier this year. This town centre venue will deliver a host of entertainments and commercial services to the student body and general public through two bars, basement nightclub, two bars, art shop and letting agency. Whilst the Grade II Engine Shed and adjacent office will be brought back into use as a vibrant hub of student activity, supporting a number of innovative community engagement projects with local partners and businesses.

Our Members

Our members are the heart and soul of the Students' Union. Everything we do is student led and member focussed. The Students' Union is a place for everyone and we ensure all students are treated equally, feel included, valued, safe and supported. They are a diverse group, here's a snapshot of the student body you'll be working with:

- 60% female students
- 65% students over the age of 21 on enrolment
- 13% International Students

Four full-time Student Sabbatical Officers are elected annually as leaders and Trustees of the Union ensuring that the student voice is embedded in everything we do. Alongside these Officers sit an additional nine Trustees – three Alumni Trustees, three Student Trustees and three External Trustees. This group of people have ultimate responsibility for the Students' Union, its activities, policies and direction.

The role of Staff is to implement the direction set out by Trustees through the day-to-day running of the organisation and support of our student members in achieving their ambitions and goals for their own personal development and the development of their student groups, as well as to be a place to have fun!

Our Mission, Vision & Values

Our Mission

To represent, inspire and support our members to proactively shape an outstanding student journey.

Our Vision

The University of Northampton Students' Union is recognised by all our student members as an integral part of their student life.

Our Values

As an organisation we are:

- **Caring** – We put our students first, supporting them at every stage of their journey.
- **Inspiring** – We use our unique relationship with our student members to inspire them to achieve their goals.
- **United** – We unify our student members around their common causes to produce shared benefits.
- **Student Owned** – The organisation is led by our student members, driven by student decisions and is accountable to them for everything it does
- **Respectful** – We celebrate our differences; by respecting the diversity of our student membership, staff and other stakeholders we cultivate an inclusive community
- **Bold** – We will be clear and decisive in our decisions, confident in our views and courageous in our actions
- **Relevant** – We will always strive to understand the needs of the broader student membership, revising our approach to improve our offer.

To find out more about the University of Northampton Students' Union and everything we have to offer our members visit our website at www.northamptonunion.com

THE RECRUITMENT PROCESS

The information provided by applicants is the only information that will be used in deciding whether or not a candidate will be shortlisted for interview. Your application form is therefore very important and the following advice is designed to help you complete it as effectively as possible. Please do not substitute your CV for a completed application form, as this will not be considered.

Planning Your Application

Before filling in the application form read the information carefully. Each role has a general job description which lists the main duties of the post and a person specification describing the skills, experience, qualifications and personal attributes we are looking for. Please read this carefully so that you know what working for the Students' Union involves and the range and level of expertise required.

Using the Person Specification

The person specification is the list of criteria or requirements regarded as essential and desirable for the position. To be considered for an interview you have to fulfil every essential criteria listed which are marked 'Application Form.'

Ensure you address each point marked 'Application Form' in the person specification as fully as you can. It is highly unlikely that you will be called for interview if you fail to do so. The strongest applications will detail with examples how candidates meet all the criteria, drawing on previous experiences and transferable skills,

Completing the Application Form

Shortlisting decisions will be based on the information provided in your application form. Therefore your application form should be filled in as fully and clearly as possible so that all candidates can be considered on the same basis.

- It is important that your application relates to the job you are applying for. Do not copy the same one for a series of different jobs.
- The Recruitment Pack will state the deadline by which to return your completed application and who to send it to. Remember to keep a copy for reference. Applications received after the closing date will not be considered.
- Please also complete the enclosed Equal Opportunities Monitoring Form and return it with the application form. This will be separated from your application in advance of shortlisting and will not form any part of the shortlisting process, but helps us to assess the diversity of our applicants.

Shortlisting

Following the closing date, all received application forms are read by the Selection Panel to see how each candidate's skills and experience relate to the skills and experience set out in the person specification. Applicants who meet these requirements are put forward for interview. However, in cases of a large number of high quality applications we will look at how candidates measure up against the full range of desirable criteria and often in such circumstances even candidates in possession of all our essential criteria might not make it to interview. We will keep your details on file though and let you know if we think you're suitable for any other positions we might have later in the year.

Selection – Interviews & Assessment Activities

Shortlisted candidates are invited to attend a Selection Day, an all-day activity during which students will participate in and be assessed on the completion of a number of group and individual tasks and exercises in addition to a formal interview.

Our Interview Selection Panels consist of up to two people, including the relevant line manager, who ask similar questions of each candidate covering the person specification criteria. The questions are intended to allow you to expand on your application and to show the panel how far you meet the requirements of the post. The criteria which will be assessed at interview are set out in the person specification with the word 'Interview' next to them.

- You will have the opportunity to ask questions about the job, conditions of service etc.
- Panel members will keep a record of their assessment of each candidate so that the reasons for their decisions are clear, consistent and justifiable. Don't be surprised to see the Panel taking notes – we are listening!
- If you are not able to attend the interview we cannot guarantee that an alternative date will be offered. However, the Panel will consider requests for alternative dates as they arise. The outcome of both the selection activities and tasks alongside candidate responses in the formal interview will determine the final decision made on offers of employment.

Data Protection Act 1998

As part of our recruitment and personnel procedures we may collect and store sensitive personal data about you. We are required by law to obtain your consent to such data being recorded. Sensitive Personal Data is defined by the Act as information relating to any of the following: racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexuality or sex life, offences and/or convictions. In relation to recruitment procedures, it is our policy to store data for 12 months after the date, on which it is submitted, for internal auditing purposes. Any information of this nature will be treated confidentially. In relation to individuals appointed to posts, it is our policy to store data about post-holders for the length of their employment by the Students' Union and for 7 years afterwards (for purposes of providing references). Any information of this nature will be treated confidentially. In signing the declaration at the end of the Application Form you will be giving your consent to sensitive personal information being recorded and stored.

Please note: European Community Law grants the European Economic Area nationals a right to live and work in the United Kingdom. If you require a work permit to take up this position your application will not be considered until we have exhausted the labour market of persons who have right of residence. Please read the enclosed Asylum and Immigration notes for further information about who is eligible to right of residence.

JOB DESCRIPTION

Job Title:	Venue Staff
Responsible to:	Venue Manager / Deputy General Manager / Assistant General Manager
Responsible for:	N/A
Functional Relationships:	Bar Staff, Catering Staff,
Salary:	£7.83
Hours of Work:	Zero Hours Contract. The Students' Union only employs registered students for a maximum of 16 hours per week. The expectation is a minimum of 2 shifts per week totalling around 8 hours.

Overall purpose

The aim of the Students' Union is to support and enhance the educational, social, cultural and recreational activities, and opportunities of the student body, and also to provide a channel of communication for students with the University, NUS and other bodies.

The Principal Duties & Responsibilities

Collaboration is central to what we do, whether it's supporting and working together with our students, community partners, colleagues at the University or with our departments at the Students' Union! When we've got large projects or events, like Freshers Week, we all pitch in to ensure that our members get the best possible experience.

The following outlines the principal duties and responsibilities that this role plays in ensuring our students have a fantastic time at Northampton and provides a guide to the work that the post holder will initially be required to undertake. Other duties or a change of duties may be necessary from time to time.

To provide friendly and efficient customer service

- Serve drink and refreshments as per customer requests as per training provided, including seeking support to refuse service in specified circumstances as per training provided
- Ensure cash handling is accurate, using the II as per training provided
- Support catering operations by providing accurate orders and delivering catering orders to customers as per training provided
- Support own development by taking part in training opportunities and the University of Northampton's Changemaker Employability Award in own me.

To create a fun, comfortable and welcoming environment for our customer

- Be friendly, helpful and welcoming at all times to all customers
- Keep working areas clean and tidy as per training provided.

To contribute to the overall effectiveness of the Organisation

- Attending all meetings and training events as required. Providing reports where requested.
- Ensuring that statutory and legal obligations are met.
- Ensure our financial sustainability by adhering to all financial procedures and processes of the Students' Union.
- Promoting the Students' Union's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental.
- Contributing to the positive image of the Students' Union with students, the University and the local community.
- Be clean, tidy and professional in appearance, wearing identical on and (where stipulated) a uniform, which will be clean and ironed.
- Working with the team, to provide mutual support, and ensure a full service is maintained at all times, providing cover as necessary.
- Be flexible in your approach to work, able to work at any site as required, and unsocial hours as required in order to meet organisational objectives and projects.
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives and supporting your own development by taking part in training opportunities as agreed by the Students' Union.
- Such other duties and project as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of this post.
- It is important to know that you will be expected to participate in any training programme considered relevant to your job. The Students' Union expects all staff to participate and take ownership of their Induction, Personal Review Programmes, Departmental Staff Meetings, Training and networking opportunities.
- The job description may be altered at any me in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.

PERSON SPECIFICATION

	Essential (E) or Desirable (D) requirements	Assessment Methods: Application Form, Interview, Test.
Skills, Knowledge and Experience		
Enthusiastic about providing good customer service	E	A/I
Keen to learn and develop, and to maintain high standards in everything they do	E	A/I
Good numeracy skills	E	A/I
High standards of appearance – clean and tidy	E	I
High personal standards regarding time keeping etc.	E	I
Previous customer service experience	D	A/I
Committed to improving skills through training and experience	E	A/I

Training	Explain reasoning below	Compulsory/Optional
General Induction	SU policies and protocols Expected behaviours	Compulsory
Specific Induction	Role specific skills and knowledge	Compulsory
University of Northampton Changemaker Plus Award	To provide skills and knowledge	Compulsory