

Union Team Leader

Role Description and Person Requirements

Department:	Retail, Venues, Squeezebox
Hours:	Our Team Leaders complete a combination of Union Team member and Union Team Leader shifts and activities. You must be available to work a minimum of two shifts per fortnight up to a maximum of 36 hours.
Shift Patterns:	All Union Team Leaders are required to work a variety of daytime, evening, late night and early morning shifts over the seven day week. Some of our outlets operate term time only.
Rate of pay:	£9.00 per hour plus holiday pay Topped up to £9.25 per hour plus holiday pay when leading a team
Length of contract:	10 Months (Sept to June each year with the possibility of summer work in some areas)



The vision of our team here at Staffordshire University Students' Union is that every student will be **Proud to be a part of Staffs**.

Working alongside our University it is our purpose to ensure that every student has access to a range of student support services, opportunities for community building and access to activities that shape their academic experience.

About the Role

The role of the Union Team Leader is to support the management team by supervising Union Team members and overseeing some of the basic, day to day operations of the outlet.

This will include:

- Ensuring that our membership and customers receive excellent customer service both from you and those in your team;
- Ensuring that the outlet is clean and presentable, and that Health and Safety standards are being adhered to;
- Acting as a link between Union Team Members and the management team;
- Acting as a role model for other Union Team Members and being a positive representative of our Charity.

Core Responsibilities

The post holder will undertake the following duties in addition to those required of a Union Team Member:

- Allocating tasks and breaks fairly and appropriately within the team whilst supporting colleagues by sharing the workload.
- Supporting the management team with team meetings and facilitating two-way feedback between managers and Union Team Members.
- Having input in the recruitment of Union Team Members by supporting managers with shortlisting, Assessment Centres and interviews as required.
- Delivering on the job training to Union Team Members as directed by management.
- Ensuring that Union Team Members have the correct resources to carry out their duties (e.g. the correct float in the till or stock in fridges/freezers)
- Checking and accepting deliveries
- Dealing with feedback and complaints and escalating issues to the management team as appropriate
- Being a role model and mentor to colleagues
- Being a positive advocate of the Students' Union.

General Expectations

Whilst working in this role, you will also:

- Keep yourself and others safe by maintaining high standards of Health and Safety and adhering to other relevant law and regulations.
- Maintain the highest standards of Confidentiality and Data Security, in accordance with the General Data Protection Regulations 2018.
- Comply with the policies, procedures, and protocols in place within the Students' Union. These are available from the Employability and HR department or from the Staff Intranet.
- Contribute to the delivery of the annual Student Welcome activities to support the Students' Union in delivering a high-quality experience for returning and new students.
- Contribute to the ongoing facilitation of student voice and feedback to both our University and the Students' Union, including the promotion of relevant surveys including the NSS and SVS.
- Bring the vision of the Students' Union to life by making every customer, student, and guest Proud to be Staffs.
- Be committed to the environmental and ethical values of the Students' Union.
- Undertake any other task as deemed appropriate by your Line Manager.

Please note that this job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post-holder.

Equality Statement

Here at Staffordshire University Students' Union, we are committed to promoting and enabling a positive culture where staff, students and visitors are confident to be their authentic selves. We focus on inclusion as a way to ensure equality of opportunity for all our people and to demonstrate our commitment to Equality, Diversity and Human Rights.

We promote applications from all sections of the community, regardless of background, belief or identity, recognising the benefits a diverse organisation can bring for our Union and our community.

Person Requirements

The team that work with us will be:

Criteria	Essential or Desirable
Able to communicate confidently with a wide range of people	Essential
Experienced in leading a team	Desirable
Committed to promoting an environment where personal development is embraced	Essential
Committed to delivering outstanding customer service	Essential
Able to show initiative and common sense when problem solving	Essential
Able to work under pressure in a busy, fast paced environment	Essential
Willingness to work flexibly and cover shifts including those allocated as Union Team Member shifts	Essential
Experienced in how outlets operate, in particular in relation to Health and Safety	Desirable
Experienced in cash handling and/or strong numeracy skills	Desirable
Experienced in working in a customer service environment	Desirable
A professional attitude towards the Students' Union, your colleagues and our customers	Essential