

	<b>Last Updated:</b> 11/09/2025		
<b>Job Title</b>	Bar Assistant – JD Wetherspoons		
<b>Faculty/ Department</b>	Campus Services Catering	<b>Subsidiary</b>	Operate Surrey Limited
<b>Job Family</b>	Operational Services	<b>Job Level</b>	1B
<b>Reports To</b>	Bar Team Leader	<b>Line Manages (role title(s))</b>	N/A

### **Job Statement**

Bar Staff are responsible for delivering excellent customer service by preparing, serving, and presenting food and drinks to company specification, while maintaining a clean, safe, and welcoming environment. The role involves following all standard operating procedures, engaging positively with customers, supporting promotions and events, and carrying out a variety of operational tasks — from restocking and glass-washing to maintaining “clean as you go” standards — to ensure an efficient, enjoyable, and compliant bar experience for all guests.

### **Key Responsibilities** This is not designed to be a list of all tasks undertaken but the main responsibilities (5 to 8 maximum)

1. The post-holder will take orders, prepare, dispense and serve food and drinks to the correct specification, whether at the bar or via the customer app.
2. Deliver excellent customer service by greeting customers, building rapport, and thanking them for their custom.
3. Be knowledgeable about current promotions, events and new products to enhance the customer experience.
4. Follow all Wetherspoon's standard operating procedures (SOPs), policies and licensing laws to maintain a safe, clean and legal workplace.
5. Uphold “clean as you go” standards, including clearing tables, wiping surfaces and carrying out toilet checks.
6. Support smooth bar operations by working flexibly across all areas, including glass-washing, restocking and outside clearing.
7. Handle customer queries and issues in a professional, friendly and efficient manner.
8. Contribute to a positive team environment by communicating effectively and supporting colleagues as required.

**N.B. The above list is not exhaustive.**

### **Role Scope and Impact** This is a summary of the post holder's role in delivering outcomes, making decisions, and the complexity of problem-solving involved in the role.

#### **1. Accountability:**

- The post holder will demonstrate passion and enthusiasm in their role and show commitment to their pub and to JD Wetherspoon.
- Have the ability to manage time and prioritise tasks.
- Have a friendly nature and the ability to develop good communication skills.

#### **2. Problem solving.**

- The post holder will receive and deliver customers' orders, either face-to-face or via the app, achieving the Wetherspoons service standards at all times.
- Respond to customers feedback in a positive and helpful manner, seeking support, if required.
- Feed back any complaints to the management team.

### **Supplementary Information**

This is a 7 day operation, open from 8am to 11pm, with the role requiring flexibility and adopting a positive can-do approach.

### **Person Specification** This section describes the knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

<b>Qualifications and Professional Memberships</b>		
GCSE level (numeracy and literacy) or equivalent vocational qualifications, plus some relevant work experience Or A number of years' experience within a similar role.		D
<b>Technical Competencies (Experience and Knowledge)</b> This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). Level 1: basic level of understanding/experience and can apply it with guidance. Level 2: good level of understanding/experience and can apply it with little or no guidance. Level 3: expert level of understanding/experience and can apply, develop it and guide others.	<b>Essential/Desirable</b>	<b>Level 1-3</b>
Basic IT and AV knowledge	E	3
Previous Experience of working in a kitchen or pub environment	D	n/a
<b>Special Requirements</b> This may include a Disclosure and Barring Service (DBS) check, regular overseas travel, driving licence, shift work.		<b>Essential/Desirable</b>
To work a shift system, covering 5 out of 7 days		E
<b>Core Competencies</b> This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		<b>Level 1-3</b>
Communication		2
Adaptability and Flexibility		1
Customer, Client service and support		1
Planning and Organising		n/a
Continuous Improvement		1
Problem Solving and Decision Making Skills		n/a
Managing and Developing Performance		n/a
Creative and Analytical Thinking		n/a
Influencing, Persuasion and Negotiation Skills		n/a
Strategic Thinking and Leadership		n/a
<p>This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose.</p> <p><b>All staff are expected to:</b></p> <ul style="list-style-type: none"> <li>Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.</li> <li>Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.</li> <li>Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.</li> <li>Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation.</li> <li>Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.</li> <li>Undertake such other duties within the scope of the post as may be requested by your Manager.</li> <li>Work supportively with colleagues, operating in a collegiate manner at all times.</li> </ul> <p><b>Help maintain a safe working environment by:</b></p> <ul style="list-style-type: none"> <li>All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures.</li> </ul>		
<b>Organisational/Departmental Information &amp; Key Relationships</b>		

### **Background Information**

The Campus Services Catering department is a central service that forms part of the campus services directorate, with the Wetherspoons at Wates House forming part of that. The department runs the following outlets:

- Hillside Coffee Shop
- Hillside Food Court
- Wates House – Now Wetherspoons
- The Hideout
- Café Priestly Road
- Vet School Café
- Pitchside
- Stageside Coffee Shop
- The Hub in the Park – Surrey Research Park
- Co-op

All of these outlets cater for both staff and students and form a critical part of our wide catering offer.

The Campus Services directorate serves to provide a customer centred service to students to support their student journey at the University. We work closely across multiple other departments to ensure that students receive an excellent experience and feel a true sense of belonging at the University. The department fosters a strong culture of continuous improvement, with a strong expectation on departments to find ways to improve all the time.

### **Department Structure Chart**

