JOB DESCRIPTION AND PERSON SPECIFICATION: BOUNDARY ASSISTANT

Job description

Role:	Boundary Assistant
Rate of Pay:	£14.24 per hour – paid monthly (This rate is inclusive of holiday pay)
Full/Part time:	Part Time
Contract term:	Fixed Term Zero Hours
Responsible to:	Food and Beverage Manager
Hours:	This is a zero-hours contract designed to offer flexibility around your studies. Shift patterns typically comprise of 8 to 10 hours per week during term time.
Start Date:	November 2026
Location:	You will carry out most of your work in Boundary, however there may be occasions where you asked to work elsewhere in The Union and The Salutation.
Eligibility:	Open to applicants who will be studying at Manchester Metropolitan University during the 2026/2027 Academic year. Applicants must also be eligible to work in the UK.
Benefits:	We offer staff many benefits, including: + Free tea and coffee while on shift + Staff discount in The Coffee Shop and Boundary + Staff socials that are cheap or free for everyone to attend + Monthly employee recognition incentives + An Employee Assistance Programme (EAP) to support your wellbeing + Free eye tests for staff whose roles require regular computer use. + Opportunities for learning and development + 3% employer pension contribution

Purpose of the role

The Boundary Assistant plays a key role in delivering a high-quality bar and hospitality experience within The Union by providing excellent customer service and supporting the smooth day-to-day operation of the venue.

The role involves preparing and serving a wide range of drinks and food in a fast-paced, student-focused environment while maintaining high standards of cleanliness, safety, and professionalism.

By working as part of a wider bar and events team, the post holder contributes to the successful delivery of social, cultural, and flagship Union events, promoting a positive image of The Union and ensuring a welcoming, inclusive, and safe space for all customers.

Principal duties

Role specific:

+ Provide friendly, efficient, and professional customer service to all bar users, creating a welcoming and inclusive environment.
+ Prepare and serve a wide range of alcoholic and non-alcoholic beverages, including a basic cocktail menu, demonstrating strong product knowledge across all bar offerings.
+ Prepare and serve food from The Union kitchen, following a 5-star approach to food safety and hygiene standards at all times.
+ Ensure full compliance with food safety regulations, licensing laws, and responsible service of alcohol policies.
+ Operate tills and payment systems accurately, handling cash and card payments in line with financial procedures.
+ Maintain high standards of cleanliness and presentation in the bar and front-of-house areas, including restocking the bar as required.
+ Follow all health and safety guidelines, risk assessments, and safe working practices relevant to the role.
+ Assist the conferencing and events team in delivering a varied calendar of events, including bar service for meetings, conferences, and large-scale activities.
+ Work effectively as part of a team in a fast-paced environment, particularly during busy trading periods.
+ Support the promotion of the venue by assisting with the creation of social media content where required.
+ Represent The Union positively at all times through high standards of professionalism, integrity, and appearance, including working key flagship events such as Welcome Week, Manchester Punk Fest, and external gig nights.

The duties described above are not an exhaustive list but are intended as being illustrative of the level and type of work required. The Job Description may be subject to amendment from time to time after discussion with the post holder. This job description does not constitute part of the contract of employment.

Person specification

Criteria	Essential or desirable
Qualifications	
A student of Manchester Metropolitan University for the 2026/2027 academic year.	Essential
Experience	
Experience of working in a customer-facing role, such as bar, hospitality, retail, events, or catering (paid or voluntary).	Desirable
Experience of delivering good customer service in a fast-paced environment.	Desirable
Experience handling cash and/or card payments or willingness to learn till systems quickly.	Desirable
Experience preparing or serving food in a commercial or semi-commercial setting.	Desirable
Knowledge and skills	
Excellent customer service and communication skills, with a friendly and approachable manner.	Essential
Understanding the importance of food safety, health and safety, and responsible alcohol service (training provided).	Essential
Ability to prepare and serve a range of drinks, including cocktails, following guidance and recipes (training provided).	Essential
Ability to work effectively as part of a team and support colleagues during busy periods.	Essential
Good organisational skills and attention to cleanliness, hygiene, and presentation.	Essential
Personal attributes	
You'll be the face of Boundary so having a friendly, welcoming and all-round excellent approach to customer service.	Essential
Strong listening and communication skills.	Essential

Attention to detail.	Essential
Values and ethics	
Understanding of and commitment to the principles of equity, inclusion and diversity, and The Union's values.	Essential