



TEESSIDE UNIVERSITY STUDENTS' UNION

Front of House Assistant - Applicant Pack

ROLE OVERVIEW

The SU Shop brings convenience on campus, we provide a welcoming safe space, known for deliver top-quality service. The Shop is used all year round to provide a range of services for Students and Staff on campus.

You don't need any Retail experience to apply — we provide full training to get you confident and ready to go. All we ask is that you can work **at least 8 hours a week during term time** and be available for our key events like Freshers. We also open during university breaks such as **Easter** and **Summer**, so there are extra hours available if you want them.

(Training events are mandatory; if you don't attend, the job offer may be withdrawn.)

As part of the Front of House Team at Teesside University Students' Union, you'll help provide great service for students and staff. It's a hands-on, varied role — from serving customers and replenishing stock to keeping everything running smoothly during busy lunch times and directing students to other services within the building.

No two shifts are the same, and you'll be working with a friendly, supportive team to create a positive working environment. Flexibility, teamwork, and brilliant customer service are key to making sure every visitor has a great experience in our venues.

KEY DUTIES

Working with the Trading Manager – Retail, you'll help keep our retail operation running smoothly and efficiently. From setting up the Shop in the morning to keeping everything running smoothly during busy periods, you'll play a key part in making sure students have the best service on campus. You'll be serving customers, restocking, keeping the Shop looking well presented, and helping with pack down. It's a fast-paced role where teamwork is everything.

WORKING HOURS

This is a flexible role that requires availability during term-time. We will work your shifts around your university timetable, so it fits comfortably alongside your studies.

TRAINING & SUPPORT

A full induction and role-specific training will be provided. Ongoing training, reviews and development opportunities are available.

VALUES & CONDUCT

Front of House Staff are expected to act as ambassadors for Teesside University Students' Union, representing our venues with a friendly, professional attitude at all times. We expect all team members to support our commitment to equality, diversity and inclusion, and to follow all Students' Union policies and procedures while on shift.

RATE OF PAY

Front of House Staff are paid at **National Minimum Wage**, in line with age-related statutory rates. Holiday pay is paid on top of the hourly rate, calculated at an indicative rate of **12.07%** and paid in accordance with statutory requirements.

REWARDS OF BEING STUDENTS' UNION STAFF

- Paid, flexible work around your studies.
- A range of discounts on food, drink, merchandise in the Terrace & the SU Shop as well as free entry to SU promoted events.
- Reference on leaving University.

CLOSING DATE

Friday 1st May 2026 @ 17.00

INTERVIEW

Wednesday 6th May 2026 in person

START DATE

From Monday 11th May 2026

Please note applications may close earlier if we receive large amounts of applications

JOB DESCRIPTION- SPECIFIC DUTIES AND RESPONSIBILITIES

JOB TITLE: Front of House Assistant
DEPARTMENT: Trading
LOCATION: Teesside University Students' Union
REPORTING TO: Trading Manager- Retail

- To provide a service to customers, ensuring the best standards are always delivered.
- To work under the supervision of the Trading Manager- Retail and Front of House Supervisors within the Retail operation.
- To serve and assist customers within the SU shop.
- To operate the cash register and be responsible for receiving payments by cash, cheque, credit/debit card. To keep correct records of inter-departmental transfers.
- To abide by any further and applicable laws such as relates to the selling bladed items.
- To ensure that goods and products are displayed properly and presented to a high standard. Restock as necessary.
- To assist with regular shop stocktakes.
- To operate in accordance with all Health and Safety legislation and requirements.
- To ensure that all customer areas are maintained in a clean and tidy manner.
- To operate within all Retail procedures.
- To ensure that all end of shift duties are completed before finishing work.
- To be able to use own initiative when at work with regards to building setup and clean down. Also be able to follow operational guides used for events.
- To use proper radio procedure and use the equipment correctly. To maintain that set and report immediately to supervisors any damage or fault to it.
- To attend the Induction Training as provided by the Trading Manager- Retail. Failure to do so negates commencement to work.
- To uphold and accept the decisions made by the Officer Trustees and Management.
- To be available for, and attend, regular training sessions (at least 1 weeks' notice will be given, and sessions will be duplicated where possible).
- To attend work looking smart and to wear the prescribed uniform as described in the department handbook.
- To abide by the rules and Policies of the Students' Union and abide by the Staff Protocol / Line Management regulations.
- Work in accordance with statutory and TUSU Health and Safety regulations.
- Work in accordance with TUSU Equal Opportunities & Diversity Policies.
- Work in accordance with other relevant TUSU policies and procedures.
- To undertake any reasonable work-related duties as may be requested from time to time.

Essential

- Excellent customer service, engaging with a diverse range of individuals
- Excellent English skills (reading, writing, speaking and listening)
- Excellent organisational skills
- Experience of all Microsoft packages, specifically Outlook, Excel and Microsoft Teams
- Numerate, methodical and an attention to detail
- Ability to be confident and assertive when dealing with difficult situations
- Ability to remain calm under pressure
- Ability to work in a non-discriminatory environment
- Take a pro-active approach to problem solving
- Punctual and reliable with good timekeeping
- Self-motivated
- Able to work on own initiative and without close supervision
- Forward thinking
- Excellent communication and interpersonal skills
- Flexible attitude

Desirable

- An awareness of the work carried out in SU
- Good understanding of Teesside University campus

APPLY NOW

Click [here](#) to complete the online application form.

Good luck!