



Team Member (Rubix)

Job Description and Person Specification

Zone	Community Zone
Reports to	Venue Manager
Hours	Flexible - normally between 0 – 20 hours per week

Purpose of the job

Surrey Students' Union is the sole representative body for University of Surrey students. We represent over 16,000 students at every level of their university experience, led by a team of elected student representatives and a dynamic staff team.

Our main venue, Rubix is one of the biggest licensed venues south of London, a truly multi-purpose venue. Its core nights are Wednesdays and Fridays but there is always something going on throughout the week.

We're looking for part-time team members to work in Rubix Nightclub. This position is open to new starters for September 2026 or returning students in September 2026 to join our team. This role is an exciting opportunity to work on Wednesday and Friday Nights at Rubix Nightclub. This role also involves working within a team to provide good and efficient service whilst working in a fast-paced environment.

Key Responsibilities

We are looking for staff who:

- Have a Flexible approach to work
- Team players
- Numerate
- Ability to remain calm under pressure

Duties will include

- Preparation of the bar and bar area ready for service
- Providing professional customer service at all times
- Ensuring correct charges are made and payment received

- Following all health and safety procedures to ensure the safety and welfare of both staff and customers
- Maximising sales through fast and efficient service
- Following instructions by supervisors and managers

Pay is £12.71 per hour for all

Training is included within the job and you will be able to sit industry recognised qualifications.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment of colleagues and students in accordance with the University of Surrey Students' Union Equal Opportunities policy.
- Help maintain a safe working environment by:
 - Attending training in health and safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
 - Following local codes of safe working practices and the University of Surrey Students' Union Health and Safety Policy.
 - Undertake such other duties within the scope of the post as may be requested by your Manager or Supervisor.

The job description reflects the core activities of the post and as the post-holder develops there will inevitably be some changes in the emphasis to the duties of the post. The Students' Union expects that the post-holder will recognize this and adopt a flexible approach to work and be willing to participate in training where necessary. Should significant changes to the job description become necessary, the post-holder will be consulted and the changes reflected in a revised job description.

• Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
Qualifications				
Relevant A-Levels or equivalent, eg. English, Media and Communications, or Art & Design		X		X
Experience				
Experience of working or volunteering within hospitality or the service industry	X		X	X
Experience of working in a customer facing environment		X		X
Experience of working in a team and cooperating with others to achieve a goal	X		X	X
Knowledge				

Knowledge of the Students' Union and an understanding of the organisation's purpose	X		X	X
Knowledge of the night-time economy and challenges in the industry		X		X
Knowledge of UK licensing laws and their application		X		X
Skills				
Ability to work quickly and accurately, especially during busy periods	X		X	X
Ability to communicate clearly with customers, other team members and supervisors	X		X	X
Ability to stay calm and work efficiently under pressure	X		X	X
Values, attitudes and personal style				
Responsible, professional and trustworthy	X		X	X
Patience and understanding of customer experience	X		X	X
Adaptability and flexibility	X		X	X
Approachability and friendliness	X		X	X