

We're Hiring

**Union Brew Assistant Store
Manager**

“ Hello!

Welcome to Liverpool Guild of Students



As a students' union, we are committed to offering excellent opportunities, services and facilities for all 32,000 students at the University of Liverpool. We make sure that our members have the best experience, become equipped to change the world and are proud of their Guild, aiming to be one of the leading Students' Unions in the UK.

We are very proud of our achievements over the last few years and how our staff team and members came together to adapt carry on the Guilds work. We are excited to welcome new and talented people to help us meet our development goals. This is a fantastic opportunity to work in a vibrant and ever-changing environment, alongside a team of amazing people who are truly dedicated to improving the student experience. Enjoy reading more about us in this pack, and I wish you the best of luck with your application.



We look forward to hearing from you.



About us

We're Liverpool Guild of Students, the award-winning Students' Union for the University of Liverpool. Our job is to create a home for each of the 32,000 students during their time here, ensuring each student gets the most out of student life beyond their degree.

We like to think of ourselves as home for opportunities - whether that be through joining one of our 200+ societies, taking part in volunteering, coming to a pub quiz or tucking into one of our ever-famous burritos. Each student becomes a member of the Guild as soon as they join the University, and being part of our staff team means looking forward to seeing what opportunities students embark on and achieve every year.

Our strategy

What is the Guild For? (Our Mission)

We will offer excellent opportunities, services and facilities which improve, enrich and develop the lives of all students at the University of Liverpool, from application to graduation.

Where are we going? (Our Vision)

We will ensure that our members have the best experience, be equipped to change the world and be proud of their Guild. We will be one of the leading Students' Unions in the UK.

To do this, we promise to:

- Support our members
- Invest in our spaces
- Ensure all members benefit from the Guild
- Put members at the heart of decision making

To help us keep our promises and continue to deliver a great experience for our members, we invest in the following four key areas:

- People
- Equality, Diversity and Inclusion
- Communications
- Digital and IT

How we're run

We're run by students, for students, and with students.

This is at the heart of everything we do, and our democracy structure is designed to give every student the chance to have their say and shape their university experience.

We're the key link to the University, representing the voice of 28,000 students and helping to improve the quality of their education. If something needs to change, we'll help them to make it happen.

Funding

We receive most of our funding from the University of Liverpool. We get this each year in the form of a block grant. We also raise funds through trading (bars, the shop and Union Brew) and a small amount from donations and other grants. As a charity, we do not generate profits to pay to shareholders - every penny that is made is reinvested back into the organisation.

Trustee Board

Our Board of Trustees is made up of four full time student representative officers, 4 student trustees and 4 external trustees. The Board has overall responsibility for the management and administration of the Guild, fulfilling this by setting the overall strategic direction and directly managing the Chief Executive.

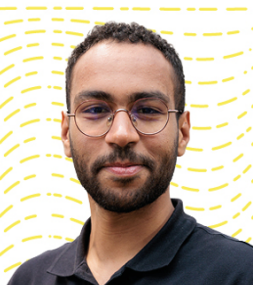
Staff Structure

We currently employ circa 80 salaried staff to provide services for our members, as well as approximately 120+ student staff. The Senior Leadership consists of two Department Directors and the Chief Executive.

Our elected leaders

Every year, students are given the chance to vote for, and stand to be one of, the four Student Officers who run our organisation. They lead the political and campaigning direction of the Guild and help ensure that our priorities are aligned to students' needs.

Our Student Officers 2025-2026 are:



Othman Ibrahim
Guild President



Will Jones



Holly Thompson



Jitendra Mohan Inturi



Our Values

Representative & Involving:

Our members lead us and are involved in shaping their own experience at every level.

Fun & Friendly:

Everyone is welcomed here and we create a home away from home for all our members.

Sustainable:

We've been here for over 100 years. We'll be here for hundreds more by being ethically, environmentally and financially sustainable

Professional & Responsible:

We are inclusive, informative, respectful, human and inspiring.

Innovative & Agile:

We are responsive to new ideas.

Ambitious:

Everything we provide is the high quality our members deserve.



Working With us

Where we work

Our building sits right in the heart of campus, at 160 Mount Pleasant. If coming to work with us would mean relocating, you can find out more about Liverpool by visiting www.visitliverpool.com but take it from us, it's an amazing city to live and work in.

Diversity and inclusion

We're committed to ensuring our workforce reflects the diversity of the world and community we're based in. We positively encourage applications from all individuals irrespective of their gender, age, home country, ethnic background, sexuality, religious beliefs or disabilities.

Benefit

If working here wasn't good enough in itself, we also offer a wide selection of benefits.

Holidays

We offer 30 days annual leave, plus bank holidays. In addition to this, we also offer six discretionary days, four days at Christmas and two days at Easter. We also provide the option to buy additional annual leave of up to ten days per annual leave year.

Discounts, Discounts, Discounts

You can join the University Perks at Work discount scheme, which offers exclusive deals and discounts at your high street favourites, restaurants, cinemas, holidays and many more. You can also purchase a Totum Card and download the Totum App for further discounts and offers, and enjoy keeping fit for less with a discounted membership at the University gym.

Events & Socials

From our annual Christmas party to free Mountford Hall gig tickets and socials organised by your Staff Representatives throughout the year, there's opportunities to mix with colleagues outside of the working day.

Learning and Development

If you're keen to further your skills, knowledge and experience, we provide a range of ways you can boost your personal development. There's money in the pot to invest in you.

Volunteering

Make the most of the opportunity to give something back with five paid days for volunteering leave.

Flexible Working

You can request to work more flexible hours to suit your lifestyle.

Car Parking

If you travel to work by car, you can make use of the various car parks in close proximity to our building which can be accessed at the swipe of your University staff card.

Employee Assistance Programme (EAP)

Access the EAP and get extra support as and when you need it. Ran in conjunction with the University of Liverpool, the EAP offers confidential counselling and information to support staff with personal or work-related issues which may be affecting your health, wellbeing or performance.

Occupational Sick Pay

Employees with over six months service are eligible for occupational sick pay, in line with our attendance procedure.

Salary Sacrifice Scheme

Trade in part of your salary for a non-cash benefit via the Childcare Voucher or Cycle to Work scheme – giving a little bit can go a long way.

Pension Scheme

You can put it away for a rainy day by entering our pension scheme.

83% of our employees would wholeheartedly recommend the Guild as a great place to work.



"I started my Guild Journey in 2015 as a Bars Supervisor, I instantly loved it and it felt like home the staff in the organisation were so friendly and even though many people have come in gone in my time the morale still stands high always. The Guild is so supportive in so many ways but in my time here I have developed from a Bars Supervisor to now running Union Brew one of the most successful coffee shops on Campus!

Your ideas are always welcomed and your always appreciated for everything you do. We also have a lovely staff kitchen were tea and coffee and city views are provided!

Megan Byrne, Union Brew Store Manager Employed since September 2015 .



Since starting my journey as a Student Staff member, the Guild has offered opportunities to develop my skills and grow professionally. I have benefited from a range of training not only role specific but also in wider transferable skills.

Always striking a great work-life balance, the Guild is a supportive and friendly environment to work in – in which no two days are the same.

But at the heart of the organisation is the dynamic staff team; ready to push your skill set, challenge your thinking or just have a chat about in the staff kitchen.

plus, the free tea and coffee helps!

Alex Jones, Marketing Manager Employed since Nov 2016.

Equality Diversity & Inclusion

Liverpool Guild Equality, Diversity and Inclusion Plan

We will ensure all of our students and staff feel they belong and find their place in our diverse and inclusive community.

Ensuring our staff and members all feel equally supported, welcomed and included and that the Guild proactively seeks to remove barriers to participation across all of its activities and areas of work and that our staff team more closely reflects our community.

Goals

Our vision for EDI Excellence will be achieved by delivering the following goals:

1. Developing our team and making sure all of our Ethnically Diverse staff feel supported.
2. Consistent good EDI practice across all areas of the Guild
3. Increasing diversity in our staff teams
4. Broadening the student offer

More details about how we plan to deliver each of these goals can be found on our website <https://www.liverpoolguild.org/about/mission-vision-values/equality-diversity-and-inclusion-excellence-plan>

Guaranteed Interview Scheme

The Guaranteed Interview Scheme for Ethnically Diverse Candidates at Liverpool Guild of Students is committed to the principles of equality of opportunity. We annually review racial diversity within our workforce and it is a key priority for us to improve racial and ethnic diversity amongst our workforce, and as such we particularly welcome applications from ethnically diverse candidates and have introduced a guaranteed interview scheme. We recognise that applicants from ethnically diverse backgrounds may have experienced additional barriers when applying for new roles.

Therefore, we are taking positive action to address an under-representation within our organisation. If you meet the minimum criteria (at least 80% of the 'essential' criteria in the person specification) and are from an ethnically diverse background, you'll be guaranteed an interview. If you are an ethnically diverse applicant and would like to be considered under our guaranteed interview scheme, you must indicate this by selecting the relevant box on the Equality and Diversity Monitoring Form. If you do not select this box, your application will be considered alongside all other applications. It is important to note that this scheme only guarantees an interview for ethnically diverse applicants who meet the minimum criteria. The selection decision at interview will be based on the most suitable candidate, regardless of background or protected characteristic.



More details about our Equality, Diversity and Inclusion Excellence Plan including how we plan to deliver and Key Performance Indicator's for this project can be found on our website:

<https://www.liverpoolguild.org/about/mission-vision-values/equality-diversity-and-inclusion-excellence-plan>

Job Description Union Brew Assistant Store Manager

Job Title:	Union Brew Assistant Manager
Hours:	35 hrs per week Full time
Responsible to:	Store Manager
Salary:	£26,821 Guild Pay Band 4
Responsible for:	Student Staff

Summary of Post

To contribute to Union Brew success by assisting the Union Brew Manager in executing store operations during scheduled shifts. To deploy student staff and delegate tasks so that staff can create and maintain the *Union Brew Experience* for our customers. This role is responsible for acting in accordance with, and as an ambassador for Guild principles, culture and values; embracing the coffee culture and keeping it at the heart of everything we do.

Key Responsibilities

Responsibilities include but are not limited to the following:

Shift Leadership and Management

Builds relationships and delivers customer service by acting with a “customer comes first” attitude, engaging the customer in conversation, and connecting with them. Follows up with baristas during the shift to ensure the delivery of customer service for all customers.

- Supporting the Union Brew Manager with the day to day running of the store and deputising in their absence.
- Leads by example in setting a high standard and enhancing the service levels experienced by our members on a daily basis
- Takes responsibility for the shift by directing staff to ensure shifts run smoothly and speed of service, cleanliness standards, and operational needs are met
- Acts with integrity, honesty, and knowledge that promotes the culture, values, and mission of the Guild and Union Brew
- Maintains a calm exterior presence during periods of high volume or unusual events to keep store operating to standard and to set a positive example for the shift team
- Communicates information to manager so that the team can respond as necessary to create the “third Place” environment during each shift
- Contributes to the sound running and financial performance of union Brew.

Planning and Execution

- Assisting with the execution of promotions as directed by Store Manager
- Opening and closing the store
- Takes responsibility for ensuring store facilities are maintained and operational, including during their shifts, ensuring compliance with Health & Safety standards.
- Responsible for keeping on top of daily running of the store such as stock control/orders
- Escalates and reports breakdowns to the Facilities team and ensures the reporting of all incidents and accidents.
- Uses management reports to assist the Union Brew Manager as required-taking the lead on ordering stock to an suitable level to always maintain appropriate levels of product availability.
- Planning and communicating the deployment for each shift to enable the delivery of operational

procedures at the same time as maintaining the *Union Brew Experience* (on the job coaching, training, coffee tasting, food ordering, values walk and shift handover)

- Monitoring and coaching on standards on shift- being prepared to attend any training or development to benefit the role.
- Through all actions and decisions contributes to profitability and building of sales in the store

Business Requirements

- Executes store operations during scheduled shifts. Organises opening and closing duties as assigned
- Follows operational procedures, including those for cash handling, health and safety, and security to ensure the safety of yourself, customers and staff at all times. Utilises operational tools to achieve operational excellence during the shift
- Follows all cash management and cash register policies and ensures proper cash management practices are followed by shift team
- Completes store paperwork as necessary and as directed by the Union Brew Manager
- Provides quality beverages, whole bean, and food products consistently for all customers by adhering to all recipe and presentation standards. Follows health, safety and sanitation guidelines for all products.
- Coaches staff to consistently achieve the same standards

Staff Development

- Creates a positive learning environment by communicating clear expectations to the staff on shift, and providing specific, timely, and respectful coaching and feedback to improve staff performance and ensure operational excellence
- Recognises and reinforces individual and team accomplishments by using existing organisational tools and by working with the Union Brew Manager to find new, creative and impactful methods of recognition
- Assists with new staff training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed. Provides feedback to the Union Brew Manager on staff performance during shift
- Develops positive relationships with shift team by understanding and addressing individual motivation, needs, and concerns

Key Contacts – Internal Key Contacts – External

Store Manager customers
Store suppliers
Internal departments

Special Conditions

The role involves a lot of standing/moving on one's feet for much of the day. Works in an environment that serves hot beverages and therefore it can get very warm behind the espresso bar – especially in the summer months.

Experience

6 months supervisory experience in a fast-paced coffee shop environment

Signed:

Name:

Date:

Person Specification

Union Brew Assistant Store Manager

Criteria	Essential	Desirable
Experience		
At least 2 years line management/Supervisor experience in a high volume retail outlet	*	
Experience managing/supervising a Union Brew store.		*
Financial Planning	*	
Working in a Student led environment		*
Managing a team to effectively to deliver operational excellence.	*	
Stock control systems and how to utilise the information provided	*	
Knowledge		
Legal/Health & Safety aspects of operating a retail outlet	*	
Operating a busy food/ general retail environment	*	
Student Unions		*
Union Brew operational protocols and procedures		*
Skills/Abilities		
Ability to work as part of a team and take the lead	*	
Ability to work under pressure and to tight deadlines/targets	*	
Good organisational ability	*	
Good IT skills	*	
Line Management Experience	*	
Ability to train and coach staff on providing/creating excellent customer service and beverages.	*	
Problem solving skills.	*	

How to Apply

Please apply using the apply now button on Staff Savvy. If you have any questions about the application process please email: guildhr@liverpool.ac.uk

For an informal conversation about this opportunity, please contact : Marc Eagle **Deputy**

Director of Operations- Facilities 0151 794 6868 or email meagle@liverpool.ac.uk

Deadline for Applications - Thursday 28th May 2026- 5pm

Interviews will be held – Week beginning 1st June 2026

