

**JOB DESCRIPTION: GENERAL ASSISTANT**

Reports to: <b>Duty Venue Manager/Asst Venue Manager</b>	Responsible for: n/a
Date: <b>February 2010</b>	Salary: <b>£13, 328 pa</b>

**Role and Responsibilities**

To carry out housekeeping and catering duties in line with internal guidelines and relevant legal frameworks in order to provide excellent service to clients and guests.

<b>Key Tasks</b>	<b>% time spent</b>
<p><b>Housekeeping</b></p> <ul style="list-style-type: none"> <li>Ensures standards of cleanliness and hygiene are maintained in all bedrooms, public and office areas in accordance with housekeeping procedures</li> <li>Ensures that all equipment, furniture and furnishings are maintained, checked and kept in good working order in accordance with housekeeping procedures, reporting faults as and when necessary</li> <li>Ensures linen is dealt with in accordance with housekeeping procedures</li> </ul>	<b>45%</b>
<p><b>Food and Beverage Areas</b></p> <ul style="list-style-type: none"> <li>Undertakes catering duties, including: setting tables, washing up, and food/beverage services, using machinery as directed</li> <li>Ensures agreed standards of cleanliness and hygiene are maintained in the food, beverage and storage areas, in accordance with catering procedures</li> <li>Ensures correct storage and replenishment of goods, using stock on a rotational basis</li> <li>Ensures that all equipment, furniture and furnishings are maintained, checked and kept in good working order in accordance with catering procedures, reporting faults as and when necessary</li> </ul>	<b>35%</b>
<p><b>Front of house</b></p> <ul style="list-style-type: none"> <li>Creates a good impression of the establishment and its staff, both on and off duty</li> <li>Ensures that rooms are prepared for events, as requested by DVM's, including: decorations, media equipment, and furniture</li> <li>Carries out bar duties, operating the till, dealing with money etc.</li> <li>Assists in the running of events, providing food and beverage services to clients</li> <li>Refers any feedback or complaints to DVM's in a timely and effective manner</li> </ul>	<b>10%</b>
<p><b>Legal responsibilities and compliance with policies</b></p> <ul style="list-style-type: none"> <li>Ensures that all Health, Safety and Security regulations are adhered to at all times eg, fire, manual handling, COSHH etc.</li> <li>Complies with food hygiene regulations with regard to food service, equipment cleaning and agreed personal hygiene standards</li> <li>Contributes to creating a safer working environment for colleagues and guests</li> <li>Undertakes relevant training as required</li> <li>Reports any faults or potential issues immediately</li> </ul>	<b>5%</b>
<p><b>Miscellaneous</b></p> <p>In addition to the duties listed here, the post holder is required to perform other duties, which are assigned from time to time. However, such other duties will be reasonable in relation to the individual's skills, abilities and grade.</p>	<b>5%</b>

## **JOB DESCRIPTION: GENERAL ASSISTANT**

### **Skills and Experience**

#### Essential

- Experience relevant to the role
- Experience of dealing with the general public
- Ability to work on own initiative, as well as part of a team
- Good time management skill and the ability to work to tight deadlines
- A pleasant manner in dealing with members of the public
- Excellent team working skills
- Self-motivated and able to work with minimum of supervision

#### Desirable

- Previous experience in a similar role
- Experience of working in a customer focused environment
- Experience of cash handling and till operation
- Knowledge of relevant legal guidelines

### **Education and Qualifications**

#### Essential

- Good spoken English and understanding of spoken English
- Understanding of written English
- GCSE English or equivalent

#### Desirable

Relevant industry qualifications (eg, Food Hygiene, Manual Handling, First Aid etc.)

### **Limits of Authority**

[tbc]

### **Other Essential**

- **Mission, Legal Responsibilities and Policies:** participates in the development of and adheres to, the Trust's Mission and Values, Plan, Practice, and agreed policies.
- **Health & Safety:** adheres to Brathay's Health & Safety Policy and Procedures and any other statutory Health & Safety requirements.
- **Equal Opportunities etc:** adheres to Brathay's Equal Opportunities Policy, Safeguarding Policy and any other policies that may be in force from time to time.
- **Flexibility:** as Brathay is a small organisation, you may well be asked to cover for other members of the Trust during sickness, annual leave etc. Specifically in this role, the job holder will need to be flexible with regard to evening and weekend working
- **Team-working:** Co-operates with colleagues to the greater benefit of the Trust and undertakes any other reasonable duties as may be required from time to time.

It is Brathay's intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business will change and the jobholder's obligations will vary and develop. The job description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

**I understand and accept the above job description and agree to carry out the functions and duties of this post.**

Signed:

Date: