

**Job Description**

**Job Title: General Assistant**

**Salary Grade: Grade 2**

**SCP: 15**

**Job Family: Operational Services**

**Job Profile: OP 2**

**Directorate: People Services**

**Reports to: Facilities Supervisor**

**Number of Reports: None**

**Purpose:**

To complete routine or standard operational work and use basic tools or equipment to support the provision of a safe and effective front line service, which is aligned to customer need. The work includes cleaning, service of food and drink, and general customer service duties.

To provide excellent customer service as part of the Derwent Hill Venue Team.

**Key Responsibilities:**

1. Cleaning duties

2. Service of food and drink

3. General customer service duties as required

**Main duties:**

1. Cleaning of all areas

2. Service of food and drink

3. Preparation of dining areas for meals

4. Washing up

5. Laundry

6. Assisting chefs in kitchen duties

7. Serving in the bar and shop

8. Moving furniture and setting up rooms as required

9. During appropriate periods use opportunities to develop your skills

10. Other reasonable duties as may be directed by the Centre Director

11. Contribute to Derwent Hill’s welcoming and supportive ethos, working flexibly

when necessary to support colleagues.

12. The post holder must promote and safeguard the welfare of the children and

young people that they are responsible for, or come in contact with.

13. The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct, Child Protection Policy and all other Council Policies.

14. The post holder must comply with the Councils Health and safety rules and regulations and with Health and Safety legislation.

15. The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the council.

16. The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.