

Role Profile

Part A - Grade & Structure Information

Job Family Code	30S	Role Title	Housekeeping Assistant
Grade	PS3	Reports to (role title)	Catering and Domestic Manager
		Directorate	Children, Schools and Families
JE Band	114-134	Service	Surrey Outdoor Learning and Development (SOLD)
		Team	Catering and Domestic Team
		Date Role Profile was created	Nov-16

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The role holder will work within a small team providing Catering and Domestic services within Surrey Outdoor Learning and Development.</p> <p>You will be required to prepare and clean our accommodation to a high standard in preparation for our visitors. Meeting a range of different needs and requirements providing a high quality customer experience.</p> <p>The role holder will be organised and work within set time frames to meet deadlines under supervision.</p> <p>The role holder will have some knowledge of the operational services and objectives and will be able to sequence tasks accordingly on a day to day basis within clear procedures.</p> <p>Working in accordance with H&S requirements and current legislation.</p>
Work Context	<p>The role demands flexible working covering the needs of the business.</p> <p>Sometimes working in challenging environments, working at various locations as required by the business needs.</p> <p>The work may involve some manual handling.</p> <p>The catering and domestic team support SOLD in providing a wide range of residential and non-residential outdoor learning experiences for a wide range of user groups.</p> <p>A multi service operation ranging from educational school visitors to corporate entertaining with capacity of up to 250 covers per meal.</p> <p>SOLD is a large multi disciplinary team of 30+ people and 30 000+ users each year, within 3 primary bases, 1 canal boat and outreach team. SOLD is a rapidly growing service providing a wide range of residential and non-residential outdoor learning experiences for a wide range of user groups.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Service delivery</p> <ul style="list-style-type: none"> • Carry out routine tasks such as cleaning, maintaining supplies of materials and equipment. • Where necessary ensure security of the site. <p>Planning and Organising</p> <ul style="list-style-type: none"> • Plan own set tasks within the day. • Ensure materials and equipment are available as and when required. • May be required to deputise for supervisor. <p>Work with others</p> <ul style="list-style-type: none"> • Answer simple queries politely and refer others. • Report any problems or incidents, e.g. breakdowns, deficiencies, to supervisor. • Receive visitors, workmen and contractors in a courteous manner, to promote a positive image of the site. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Basic numeracy and literacy. • Able to work towards Vocational Qualifications Level 1 or equivalent experience in relevant field. • Basic understanding of Health and Safety regulations, procedures and the principles of equality and diversity. • Ability to operate basic equipment. • Good listening skills and enthusiasm to learn. • Accuracy and ability to follow instructions. • Able to exchange basic information verbally or in writing. • May be required to undertake manual handling and physically demanding work.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • Excellent standards in Hygiene and Housekeeping • Good team working skills and ability to work with minimal supervision • Effective communication and able to provide high quality customer service with both internal and external customers. • Ability to follow instruction • Satisfactory enhanced DBS clearance is required
<p>Role Summary</p>	<p>Roles at this level carry out operational duties in a defined area using powered tools and equipment in the provision of an operational service. They perform a limited range of well-established routines within basic procedures under supervision. They are generally practical roles but require some previous work experience. The work is typically to daily deadlines; some organising of their own workload may be required but timescales will be hour-to-hour and day-to-day. The nature of planning in these roles is timing and sequencing of tasks to meet deadlines.</p>

<p>Reference Number</p>	<p>BM-2022-161</p>
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