

JOB DESCRIPTION

Operations Venues and Events

Designation: General Services Assistant (Domestic)

Effective from: May 2021

Main Purpose of the Job:

To assist in the day-to-day running and delivery of the facilities, entertainments & functions provided by the Service and to ensure that the front line operation provides excellent customer service.

Responsible to the Duty Manager for the following: -

1. To ensure health and safety standards are maintained, incorporating current Covid-19 procedures and guidance focusing on staff & customer safety, cleaning & disinfecting, first aid and cash handling.
2. To ensure that all regulatory legislation relating to Health and Safety and relevant hygiene legislation is adhered to at all times.
3. To ensure the correct use of equipment/cleaning materials in accordance with Health & Safety/COVID-19 Practises and COSHH Regulations.
4. To be alert to fire hazards, accident situations and the general wellbeing of users whilst in the building/carriages. Act as Fire Marshall in the event of an emergency evacuation.
5. To carry out regular cleaning of all equipment and accessible areas across the entire service ensuring that areas are kept clean and tidy, bins emptied and the removal of rubbish to outside waste disposal skips. To carry out periodic deep cleans.
6. Undertaking regular cleaning and polishing, as instructed, to include floors, walls, toilets, showers, glass, carpets, fixtures and fittings, furniture and equipment to a high standard.
7. Ensuring external areas are kept clean and tidy, emptying of litterbins and removal of rubbish to outside waste disposal skips.

8. To receive and check deliveries, maintaining stock rotation, carry out stock checks and monitoring cleaning materials stock levels reporting any shortages to line managers.
9. Following established procedure to report accidents, unusual incidents, and maintenance issues.
10. To ensure that excellent customer service is provided at all times by ensuring that courteous and positive attitudes are presented and that any complaints, comments are dealt with quickly and efficiently.
11. Any other duty, which may be deemed reasonable, as directed by your Line Manager.

The Post holder will be expected to be flexible and provide cover in the absence of colleagues, as required, and undertake such other duties considered appropriate by Senior Managers.

Because of the nature of the duties and responsibilities of the post, there is a requirement to work in excess of the basic number of days and hours, with additional attendance being necessary beyond the standard times at night and weekends.

This is not a complete statement of all duties and responsibilities of this post. It contains only facts necessary to rate this standard job at the resultant responsibility level.

**PERSON SPECIFICATION
GENERAL SERVICES ASSISTANT - DOMESTIC**

	ESSENTIAL	DESIRABLE
Education and Key Knowledge	<p>Educated to a good standard to include good basic skills in English and Maths.</p> <p>Working knowledge of Health and Safety and Hygiene regulations including COSHH.</p>	<p>Current First aid certificate.</p> <p>Ability to drive and hold a current driving license.</p> <p>Health and Safety/COSHH Certificate.</p>
Relevant Skills and Experience	<p>Effective customer service skills.</p> <p>Effective communication and interpersonal skills.</p> <p>Experience of working without constant supervision and as part of a team.</p> <p>Ability to deal with challenging situations.</p> <p>Enthusiastic and self-motivated.</p> <p>Willingness and ability to work with, and support team effectiveness.</p> <p>The ability to be confident and positive when dealing with complaints and difficult situations.</p> <p>Able to self-motivate, use own initiative, multi task and work calmly under pressure.</p> <p>High attention to detail and consistent high standards</p>	<p>Previous cleaning experience including use of machinery</p> <p>Experience of working within a busy customer focused environment.</p> <p>Ability to present a professional, friendly, warm welcoming image.</p>

	ESSENTIAL	DESIRABLE
<p>Key Competencies</p> <p>Customer Focus The ability to work collaboratively, in teams and with partners, both inside and outside the organisation, to achieve common goals and to improve the quality of service.</p>	<p>Understands who the service's customers are, and their relevant requirements from own area of operations and its services.</p> <p>Contributes to establishing clear customer service and quality standards for the service.</p>	
<p>Personal Effectiveness and Development The ability to take responsibility for your own actions and behaviour, maximising your effectiveness, including being aware of the impact of your behaviour upon others and demonstrating a commitment to continuous self-development.</p>	<p>Strives for continuous improvement, achieve high standards.</p> <p>Takes personal responsibility for making things happen.</p> <p>Manages own time well, prioritising work effectively.</p> <p>Seeks out and acts upon feedback upon own performance.</p> <p>Accepts constructive criticism positively.</p> <p>Takes responsibility for own development, actively seeks out opportunities for self-development.</p> <p>Understands the impact of own behaviour upon others and responds accordingly.</p>	

	ESSENTIAL	DESIRABLE
<p>Key Competencies Continued</p> <p>Communication The ability to use interpersonal skills to communicate clearly and concisely, including the ability to recognise and understand the feelings and concerns of others.</p>	<p>Works towards developing a customer focused organisation which understanding and meets the needs of Customers and improves customer service.</p> <p>The ability to use interpersonal skills to communicate clearly and concisely including the ability to recognise and understand the feelings and concerns of others.</p> <p>The ability to work collaboratively both in teams and with partners both inside and outside the organisation to achieve common goals and improve the quality of service.</p> <p>Takes time to listen to what others have to say.</p> <p>Presents information clearly, concisely, objectively and accurately.</p> <p>Listens actively, asking questions and clarifying points to check understanding.</p> <p>Shares important information promptly with all those who need it.</p>	
<p>Special Requirements</p>	<p>Flexible approach to duties, hours and location.</p> <p>Availability to work flexible daytime, evening and weekend shifts.</p>	<p>Able to work flexibly according to the needs of the service.</p>
<p>Equality</p>	<p>Acceptance of and commitment to the principles underlying the Council's Equal Opportunities Policy.</p>	