

Domestic Assistant

Reporting to	Estates Manager	Responsible for	N/A
Salary	18,382pa		
Hours	09:00-17:00 Monday to Friday, Term time only plus 15 days during periods of school closure on a rota		

Purpose of the job

- Provide high quality customer service for pupils and staff during lunch service working closely with the kitchen staff.
- Provide high quality customer service at school events, making sure events are set up, refreshments are provided and plans are in place to set up and clean down
- Be a team player and lead by example working closely with domestic colleagues to ensure all communal areas, offices, facilities and the boarding house are cleaned to a high standard

Main duties and responsibilities

- Ensure the proper cleaning of the School public areas, offices and facilities in accordance with policies and procedures.

-Work closely with the Kitchen staff to provide a smooth lunch service, ensuring hygiene protocols are adhered to and the replenishment of food on the servery

-Provide a high-quality service ensuring up to 400 children receive a healthy nutritional meal within the appropriate portion control and to support the kitchen to cater effectively

-To ensure laundry from the boarding house is completed, table cloths ironed and other laundry as required

-Assist with event set up, providing refreshments, table cloths and other items to ensure School events go smoothly as directed

-Be on hand to serve Parents and School Visitors at events and provide high quality customer service, showing the School at its best.

- Take responsibility for own learning with regards to food hygiene and other Health and Safety protocols

- To Ensure that cleaning products are ordered via the Estates Manager

- Ensure that stock management is maintained and that all equipment is kept to a good standard and any issues are highlighted correctly with the Estates Manager.

- Working closely with the team to identify new initiative's that will improve working standards, encouraging the team to put forward their thoughts and ideas on process improvement.

Personal Qualities Required

- Excellent communication and customer service skills
- Experience of Housekeeping/Cleaning within a commercial or domestic setting
- Awareness and understanding of Health & Safety at Work

- Excellent interpersonal and communication skills
- IT literate
- High degree of accuracy and a methodical approach to workload
- Ability to build and maintain effective working relationships, both internally and externally
- Able to work under pressure and to tight deadlines
- Ability to work on own initiative and prioritise demanding workloads accordingly.