



General Assistant

Job Description and Person Specification



farmsforcitychildren.org

Job Description – General Assistant

Summary

The General Assistant supports both the kitchen team and the housekeeping team at Nethercott House.

The busy kitchen provides three nutritious meals each day to a large residential accommodation for groups of up to 39 children and their accompanying adults. The person in this role will work closely with the Kitchen team to ensure the needs of resident groups are met and that the highest standards of nutrition, food quality, food hygiene and food safety are maintained. We pride ourselves on being able to cater for a full range of dietary needs and cultural differences.

The person in this role will also work with the Office Manager and Housekeeper ensure the needs of resident groups are met and that the highest standards of health and safety, hygiene and cleanliness are maintained. This is a physical role, which will have limited direct contact with our visiting children and adults; it is a behind the scenes role in helping to maintain a warm and friendly relationship throughout their stay.

Weekly hours for this role:

- Wednesday: 9.00am – 3.00pm (9.00am – 1.00pm kitchen, 30 min break, 1.30pm – 3.00pm housekeeping)
- Thursday: 9.00am – 1.00pm (housekeeping)
- Friday: 9.00am – 3.00 pm (housekeeping, 30 min break)

Responsibilities and Accountability

- To support the Kitchen Manager and kitchen team in serving three nutritious meals a day to all visitors and ensuring the kitchen is kept clean and tidy, with duties to include:
 - Cleaning of crockery, cutlery, pans and cooking equipment by hand and dishwasher
 - Preparing, cooking and serving high quality homemade meals to all visitors and staff
 - Carrying food to and from the dining room
 - Clearing crockery and cutlery from the dining room
 - Wiping down tables, benches and chairs in the dining room after meals
 - Cleaning down all kitchen surfaces at the end of meals and end of the day
 - Ensuring that all food standard requirements, food storage, record keeping and the highest health and safety standards are maintained at all times in the kitchen
- To work as part of the housekeeping team in ensuring that the house is kept clean and tidy throughout the week and with deep cleaning and changing bedding on changeover days, with duties to include:
 - Cleaning bathrooms on three floors (toilets, sinks, showers)
 - Wiping down surfaces (doors, walls, furniture)
 - Cleaning floors: wood, tiles and carpets (sweeping, Hoovering, mopping)
 - Dusting, low and high level
 - Changing beds on changeover day and cleaning under bunk storage boxes
 - Laundry: loading and unloading washing from machines, hanging washing to dry, folding dry washing and storing neatly
 - Ensuring handwashing facilities are kept clean and well stocked
- During periods when there are no children in residence, support the outdoor team with gardening tasks
- Any other work as directed by the Farm School Manager as appropriate to the role
- These duties are not exhaustive, and you will be required to undertake other duties outside of this job description as required.
- Please do note, this role is a back of house role which does not have regular opportunities to work alongside the children or animals on the farm. The garden/farm may be an area we ask you to support with when we don't have young people in residence and all other house jobs are completed.

Person Specification – General Assistant

Knowledge and Experience

Essential

- Willingness to be trained in all aspects of hygiene and food management and cooking
- A friendly and supportive colleague who fosters supportive and collaborative relationships across the charity and seeks opportunities to share knowledge and learn from others
- Self-driven, with the ability to plan, prioritise, manage time effectively and work as part of a team
- Calm under pressure
- Fit and able to work this physical role, including being able to manage working up and down several flights of stairs

Desirable

- Experience of working in a kitchen environment
- Level 2 training in Food Hygiene
- Certified training in catering or a related discipline