



| Job description | |
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| Job title | Casual Pool – Multi Skilled Operative / Catering Assistant |
| Grade | Pay Band A |
| Service Area | Neighbourhood Services |
| Section/team | Facilities Management |
| Accountable to | Contract Manager |
| Responsible for | Cleaning schools and KMBC buildings and working in school catering kitchens |
| Date reviewed | 15/01/2019 |

Purpose of the job

To provide a flexible catering and or cleaning provision across a range of buildings within the Borough to meet fluctuating service requirements. To work as part of a team, to provide an effective Facilities Management service to ensure that the service output specifications and standards of performance are achieved

There is a requirement that the post holder will be flexible in order to ensure that resources can be focused in areas of highest priority to support the needs of the Facilities Management service.

Duties and responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

Service Provision

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Service Provision

To carry out scheduled and reactive tasks across any KMBC establishment where DNS currently provides service provision:

- (i) To provide cleaning support, ensuring that all establishments are kept in a clean and hygienic condition, and that daily cleaning tasks such as vacuuming, buffing, cleaning of sanitary-ware and polishing and mopping surfaces are completed on time and to the required standard.



- (ii) Dealing with any spillages and removal of bodily fluids in a safe, hygienic and timely manner.
- (iii) Carry out periodic litter picking duties internally and externally, brush, sweep and remove debris, using the correct cleaning equipment, and disposal of in the appropriate external waste container.
- (iv) To provide catering support in the preparation, serving of food and beverages. Tasks involved include prepare the dining area of service, which may include moving and setting up dining furniture, and the cleaning and dismantling of these after service. To wash all dishes, utensils and all other catering equipment used in the catering environment. To clean on a daily basis all catering areas as directed
- (v) **There is a requirement for the post-holder to have a flexible attitude towards transferring at short notice to any establishment within a reasonable geographical distance to undertake either catering or cleaning duties.**

To inform the relevant Catering or Cleaning supervisor immediately of any defects in equipment or of premises not meeting Health and Safety of Food Hygiene Regulation Standards.

Staff development:

Participate in the training and development process and attend training courses that have been identified as relevant to the position.

Deployment of Staff

To co-operate with other establishments within the department to ensure efficient and effective service and to provide cover at other sites when requested to do so and in accordance with staffing levels.

Quality Assurance

- Ensure compliance with the Quality Assurance standard of the sector.
- Ensure work is completed in specified timescales

- To understand the standards laid out in the councils Customer Care policy.
- To promote the service in the line with the departments Best Value Improvement Plan.
- To take all necessary action to ensure that the output specifications are achieved and standards of performance are maintained reporting any defects to the relevant Supervisor.

Management information & administration

Complete and submit all relevant documentation as directed and in a timely manner.



Communications

Establish and maintain effective communications with all contacts

To contribute towards developing and maintaining positive, constructive and effective working relationships through attending team meetings and group discussions to improve communication

Marketing and Liaison

- Positively promote the image of the organisation.
- To promote a welcoming and friendly environment for service users.
- To assist in promotional activities relevant to the development of the service

Health and safety

Ensure compliance with corporate policies and procedures including but not limited to Equal Opportunities.

To work at all time in a manner that will ensure their own personal safety and that of others, including reporting of identified hazards.

To wear at all times the Protective Clothing provided.

To use equipment as instructed and trained

To inform management of any health and safety issues that may place individuals in danger

Other Specific Duties

To carry out cleaning and catering duties in the most effective, efficient and economic manner available.

To continue personal development in the relevant area

To participate in the staff review and development (Performance Review and Development) process.

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- (v) **There is a requirement for the post-holder to have a flexible attitude towards transferring at short notice to any establishment within a reasonable geographical distance to undertake either catering or cleaning duties.**

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Mandatory Training to be under taken

Cleaning induction
Catering induction
NVQ L2 Cleaning and Support Services
Health and Safety Training
Manual Handling and Lifting Awareness
Control of Substances Hazardous to Health (C.O.S.H.H)
Relevant equipment chemical training

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.