

## **JOB DESCRIPTION**

**Job Title:** **Casual General Assistant**

**Responsible to:** **Falmouth Exeter Plus Supervisors**

(E.g. User Services Supervisor, Head Chef, Halls Officers, Housekeeper, Bar supervisor, Retail supervisor, Head of Grounds, Campus Patrol Manager, Cleaning Manager, Caretaking Manager etc)

**Role Details:** General Assistants are recruited by specific Services within FX Plus to undertake relevant duties falling within this generic job description and will have a 'home' department in which they are employed. The terms and conditions for all General Assistants are the same and, with mutual consent, a General Assistant employed within one service may undertake duties within another without repeating the recruitment process (subject to appropriate skills, administration of cost coding and timesheets)  
The roles encompassed within this job description fall into the following categories:

General Assistant (Bars and Cafe)  
General Assistant (Catering)  
General Assistant (Estates)  
General Assistant (Halls)  
General Assistant (Library)  
General Assistant (Retail)

### **Job Purpose:**

To undertake relevant duties to the employer service such as customer service, cleaning; general gardening activities; monitoring; basic administration; stock control; pricing; shelving; food service, moving equipment and furniture, basic food preparation; bar and barista services.

### **Main Duties and Responsibilities:**

#### **Bars**

Bar and Barista service which includes orders, set-up, delivery and collection.  
Cleaning, dish and glass washing, clearing tables and re-arranging furniture.  
Basic food and beverage preparation.  
Cash handling, follow standard procedures for opening and closing, merchandising, stock control and security.

#### **Catering**

Food service including take and prepare orders, delivery and collection of food and equipment, follow standard procedures for opening and closing of catering units, silver service.  
Cleaning, dish washing, clearing tables, linen change and re-arranging furniture.  
Basic food preparation, presentation, portioning and light cooking e.g. toasting Paninis, preparing pizzas etc.  
Cash handling, till operation and driving.

### **Estates**

Cleaning of fixtures, fittings and equipment internal and external.

Refuse collection/processing; manual handling of equipment/furniture/deliveries.

Event and room set-ups and signage.

Gardening activities e.g. mowing, weeding, litter picking, maintaining presentation of facilities, checking and replacing notices and stock.

Building monitoring, car parking duties, incident reporting and customer service/information contact.

### **Halls**

Cleaning, laundry services, bed making and preparation of accommodation.

Refuse collection, moving equipment and furniture.

Reception and post duties, leafleting, poster distribution and admin tasks.

Provide welcome services, support, signposting and guidance.

Support residential life with events organisation, student/staff liaison, mediation and resolution of minor issues.

### **Library**

To contribute to the delivery and support of a high quality Academic Library service and to its continuous development.

To assist with the organising, shelving and re-shelving of Library materials.

To maintain the correct sequencing of materials on the Library shelves.

### **Retail**

Food and product handling, stock control, shelving, pricing, distribution.

Cleaning of fixtures, fittings and equipment

Cash/card handling, till operation.

Follow procedures for age restricted sale of products

### **General Duties**

Deliver a level of customer service which meets and exceeds the expected standards.

Ensure all people are dealt with efficiently and with appropriate regard to their needs.

Undertake reasonable duties which contribute to the success of the directorate and FX Plus as a whole.

Agree personal and team objectives and work to achieve them, developing both individually and collectively.

Actively participate in required organisational processes, courses and activities, constantly maintaining the required conduct.

Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

## PERSON SPECIFICATION

### Post Title: Casual General Assistant

Attributes	Essential Requirements	Desirable Requirements
<b>Education / Qualifications</b>	A good standard of education	Service specific e.g. food hygiene certificate; driving licence; first aid certificate
<b>Experience / Knowledge</b>	Service specific awareness	Service specific experience  Service specific knowledge e.g. Knowledge of the Dewey classification system or other number filing system; licensing; Health & Safety related e.g. COSHH, Manual Handling, Working at Heights
<b>Skills / Personal Requirements</b>	<p>Good customer service skills</p> <p>Able to work on own initiative</p> <p>Good communication skills</p> <p>Numeracy and literacy skills</p> <p>Punctual</p> <p>Flexible</p> <p>Ability to follow service specific procedures e.g. manual handling</p> <p>Very flexible approach to working hours</p> <p>Physically fit</p> <p>Honesty and integrity</p>	