



JOB DESCRIPTION

Job Title	House Assistant		
Directorate	Climate & Place		
Reporting to	Pantry Team Leader / Housekeeping Team Leader		
Grade	16		
Evaluation ref:	AG0728	Job Family ref:	CCT16
Role purpose			
To fulfil one or more of the following areas of work as part of the rota, which may include regular evening, weekend and bank holiday work and split shifts; pantry duties, bedroom preparation & servicing, bar work or kitchen duties.			
Responsibilities			
Main Responsibilities & Duties			
House assistants fulfil one or more of the following areas of work as part of the rota, which may include regular evening, weekend and bank holiday work and split shifts:			
<ol style="list-style-type: none">1. Pantry duties - meal serving and dining room duties, washing-up, cleaning (public rooms and pantry) including hoovering and polishing; dining room and public room set-ups (including moving furniture) for refreshment and meal serving.2. Bedroom preparation and servicing - cleaning, making, and changing beds, cleaning ensuite facilities, bathrooms and toilets and clean corridors adjacent to bedrooms.3. Bar work - serving behind a small bar; handling cash; serving drinks to table; security of takings and bar including lock-up; occasional re-stocking of bar from cellar. (Only relevant if the employee is aged 18+)4. Kitchen Duties – assist with the preparation and serving of meals including basic food preparation. Comply with regulations and good practice regarding the safe handling of food, equipment use and cleaning. Pack away stock deliveries when required and ensure stock rotation is completed. Clean the kitchen and equipment as required in accordance with the regulations.			
Impact			
Contacts & Relationships			
Contacts include all Dillington House and SCC staff, external customers and members of the public. Regular and frequent contact with customers is a key feature of the job. Must be able to communicate with people at all levels and in the many circumstances that the business presents.			
Resources			

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House Assistant positions are part-time or casual and are required to work often at short notice, including evenings and weekends.

Required to submit their own timesheet on a monthly basis and also complete an availability sheet.

Monitor stock levels within the kitchen as required.

Knowledge / Experience / Skills

	Essential	Desirable	
Knowledge			
Flexible approach to changing needs of the business and attending to a diverse mix of customer needs.	E		
Good understanding of Customer Care within a Hotel environment.	E		
Experience			
Experience in Service at a 3* hotel standard.	E		
Practical experience within a Restaurant or bar.	E		
Bar work.		D	
Duty manager experience.		D	
Qualifications / Registrations / Certifications			
Basic Literacy and Numeracy.	E		
Foundation Certificate in Food Hygiene		D	
First Aid Certificate		D	
Skills			
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016).	E		
Ability to communicate clearly and confidently with people at all levels.	E		
Ability to work on own as well as part of a team.	E		
Methodical with a keen sense of attending to the detail.	E		

Working Conditions

Required to work often at short notice, including evenings and weekends as part of the rota.

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Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Responsibilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 5th June 2024