

**JOB DESCRIPTION   
General Assistant**

|  |  |  |  |
| --- | --- | --- | --- |
| Function | | Defence & Government Services | |
| Position | | General Assistant | |
| Job holder | |  | |
| Date (in job since) | |  | |
| Immediate manager  (N+1 job title and name) | |  | |
| Additional reporting line to | |  | |
| Position location | |  | |
|  | | |
| 1. Purpose of the job | | | |
| * To provide effective delivery of catering, retail and cleaning services to the client organisation * To ensure standards of service detailed in the service level agreement and within the schedules of the contractual terms and conditions are achieved, maintained and developed * Embracing the principles of Collaborative Business Relationships (BS11000), in line with Sodexo’s vision and values | | | |
|  | | |
| 2. Dimensions | | | |
| **Characteristics** | Key Performance Indicators (KPIs)   * As defined by contract requirements for all services * Maintain professional work standards at all times, working within the requirements of company health and safety procedures | | |

|  |
| --- |
| 3. Organisation chart |
| Service Manager |

|  |
| --- |
| **4. Context and main issues** |
| * Maybe required to work unsociable hours in line with business requirements * Flexibility on work schedule and location within the site will be required |

|  |
| --- |
| 5. Main assignments |
| * **Finance**   + Manage all available resources including equipment, materials and supplies as directed * **Hygiene, Health and Safety**   + Comply with all company and client policies, site rules and statutory regulations relating to health and safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include awareness of any specific hazards in the work place and correct utilisation of required personal protective equipment   + Ensure that all equipment is in a safe working order, report any faults to management and ensure equipment is not used until safe   + Attend to and take all necessary action, statutory or otherwise, in the event of incidents or accident, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate * **Personnel and training**   + Comply with all relevant Sodexo and client policies and procedures   + Attend team briefs, huddles and meetings   + Attend performance development reviews with your line manager to agree and take ownership of your training and development needs   + Attend company training courses when required * **General responsibilities**   + Maintain all areas of responsibility to the set standard of service within the timeframe given, complying at all times with standards specified in the contract.   + Duties may include but are not limited to;   + Providing catering support services across the site including food preparation, cooking and presentation, storage and disposal of food and monitoring practices to ensure that company and legislative requirements are met.   + Providing cleaning services support across the site including using cleaning equipment, materials and supplies as directed when appropriate to clean different areas within the site   + Providing retail services support across the site including customer service, cash handling and merchandising.   + Providing support for any additional ad-hoc services provided as required, for example administrative or office support      * Maintain excellent client/customer relationships * Comply with all Sodexo company policies/procedures and client site rules and regulations * Carry out other reasonable tasks and/or instructions as directed by management |

|  |
| --- |
| 6. Accountabilities |
| * Maintain professional work standards at all times, working within the requirements of company health and safety procedures * Accurate completion of tasks detailed in the work requirements resulting in successful audits and minimal customer/client complaints * Role modelling safe behaviour and reporting unsafe behaviour, near misses and accidents/incidents to management in a timely manner |

|  |
| --- |
| 7. Person specification |
| * Good communication and interpersonal skills * Able to work efficiently on own initiative and as part of a team * Able to follow policies and procedures * Ability to make independent decisions and adapt where necessary * Well organised and flexible * Resilient |

|  |
| --- |
| 8. Competencies |
| * Growth, client and customer satisfaction/quality of services provided * Rigorous management of results * Brand notoriety * Commercial awareness |