General Assistant

 ***“To free the world from mediocre leadership, one manager, one team, one organisation at a time”***

Leading companies trust Dove Nest Group to improve their business performance by creating sustained behavioural change in their people. We pride ourselves on industry leading innovative bespoke solutions for Engagement, Leadership Development, People and Team Development, Leadership and Business Agility, Talent Development and Change Leadership supported by our in house Psychology business where appropriate.

**Behaviour & Values**

* **Passionate** about **developing people**
* **Give twice** to receive once
* Demonstrate **compassion** and **courage** in all that we do

**Reports to:** Head Housekeeper

**Role Purpose**

The General Assistant is responsible for maintaining the quality of cleanliness in the Dove Nest premises, and thus providing excellent quality accommodation to the participants of Dove Nest courses and programmes.

**Key Responsibilities**

**Housekeeping Tasks**

* Washing, maintenance and replenishing of bed linens and towels.
* Cleaning and vacuuming all rooms and work areas within the Dove Nest venues to ensure health standards are met.
* Emptying and safe disposal of waste from waste bins and ashtrays throughout Dove Nest sites.
* Assisting the chef with catering tasks during breakfast, lunch and dinner, including table-setting and table-waiting, washing plates and cutlery.
* Monitor Dove Nest venues for any safety or maintenance issues and report when necessary.
* Monitor supplies of cleaning materials and fluids, inform Head Housekeeper of replacements needed when necessary.
* Support with self-catering bookings and arrivals/departures.

**Other Duties**

* To maintain and build up good staff relations with other departments and company units, becoming an active member of the Dove Nest family.
* To be aware of and adhere to Dove Nest Group Policies & Procedures and act upon them accordingly.
* To communicate respectively with colleagues and other staff and guests.
* To keep a clean, smart appearance in accordance with the Dress & Appearance Policy.
* To be aware of and adhere to all Dove Nest Group rules and regulations ensuring they are actioned as requested by the company’s health and safety policies.
* To be vigilant at all times to ensure the safety & security of the property, guests, other employees & self.
* To carry out any other reasonable requests made by Senior Management.

Line Manager ……………………………………………. Signature………………………………………………..

Candidate ……………………………………………….. Signature……………………………………………….

Date……………

**Experience**

* Experience working in a housekeeping role.
* Knowledge of safe use of commercial kitchen utensils, and safe sanitation materials and methods throughout the kitchen and venues.
* Full, clean UK driving license.
* Thorough and attentive to detail.
* Comfortable with working flexibly and changing priorities.
* The ability to work autonomously and independently, and also as part of a team to ensure best practice.

Dove Nest Group is committed to safeguarding and promoting the welfare of learners and young people and expects all staff to share this commitment. All applicants are subject to a satisfactory enhanced check by the Disclosure and Barring Service and at least two references.