

Cleaner / General Assistant

Service	Reporting to	Location	Grade
Citywide Services	Cook Supervisor / Area Supervisor	Various	1B

About the role

- Under the supervision of your Cook Supervisor/Area Supervisor, you will assist in providing a quality catering and cleaning service to all our customers.
- You will assist with the food service including basic preparation of food and beverages, setting up service counters and displays, food serving, and portion control.
- You will assist in the cleaning of kitchen equipment, kitchen areas, the washing, drying and storage of crockery and kitchen utensils, and the removal of kitchen waste to prescribed refuse collection areas.
- Awareness for service delivery in line with relevant legislation: Allergen legislation (including Natasha's Law), Basic Hygiene legislation.
- Awareness and reporting any Health and Safety concerns to the Cook Supervisor / Area Supervisor.
- You will be responsible for the cleaning of designated areas, toilets, and associated facilities against an agreed cleaning specification.
- You will undertake laundry duties as required within the unit.
- You will ensure cleaning equipment is in a safe and clean condition and report any unsafe, faulty, or broken electrical equipment to the Area Supervisor immediately.
- You will ensure the correct dilutions of cleaning chemicals to ensure efficient use.
- You will ensure lights are switched off, doors and windows are secure.
- You will ensure the cleaning cupboard and sluice are always kept clean and tidy.
- You will liaise with the Area Supervisor to ensure adequate cleaning stocks are maintained.
- You will need to report to the Area Supervisor / Caretaker / Manager matters which require attention.
- You will have responsibility for the opening and closing of the building, setting or un-setting alarms if required.
- On occasion, you may be required to assist other units, to meet the needs of the service.
- On occasion, you will be required to attend meetings / training courses inside or outside of normal working hours.
- You will be required to complete relevant training, as directed by Citywide Services within the timescales specified.

- You will be expected to liaise with our customers, and respond to comments and complaints in a positive, proactive manner.

Key outcomes

- You will assist and contribute to the delivery of a quality catering and cleaning service.
- You will contribute to set hygiene standards being maintained within the unit.
- You will contribute to keeping children safe through delivering a quality catering and cleaning service.

What we need from you

- To model and demonstrate our values and behaviours.
- To complete all Citywide Services training as directed within the timescales allowed.
- To possess or be able to undertake and obtain Level 2 Basic Food Hygiene Certificate within 6 months of appointment to the post.
- To possess or be able to undertake and obtain Allergen Awareness training within 6 months of appointment to the post.
- To undertake and obtain Safeguarding training within 6 months of appointment to the post.
- To embark on and complete all on the job training and Safer Food Better Business.
- To undertake all Salford City Council training as required.
- Knowledge of COSHH regulations and Health & Safety in the workplace.
- To be aware of the dangers of mixing chemicals and cleaning products.
- To be able to sweep, vacuum, clean, buff, empty bins, polish and dust. This includes toilets and associated facilities and fixtures and using the necessary powered equipment where appropriate.
- Basic literacy and numerical.
- Basic food preparation skills.
- Excellent customer service skills.
- Ability to communicate effectively with customers and colleagues and understand simple written instructions.
- Awareness of a high standard of hygiene, both operational and personal.

- Awareness of safe working practices within the working environment.
- Experience in a catering / cleaning environment is desirable.
- To carry out their duties with full regard to the City Councils Equal Opportunities, Health and Safety and Community Strategy policies.
- On occasion you may be required to attend meetings and training outside of normal working hours.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteofapprenticeships.com/) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](https://www.ideaschools.co.uk/) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme, you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

Role details

Completed by: Lucy Clarke, Service Manager, Citywide Services

Date: 31/07/2023

Job code: ECS00039

Job score: 299

Date of evaluation: February 2024

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Salford City Council