

The Education People
DOMESTIC ASSISTANT

May 2021

Service: The Education People – Outdoor Learning

Salary: TEP3

Reporting to: Catering/Domestic Manager

Purpose of Role:

Undertake general tidying, cleaning and laundry duties in a timely manner and maintain high standards. Ensuring the Centre is cleaned to a high standard, as directed by the Catering/Domestic Manager.

Please note: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Annex A: Main duties and responsibilities:

Main duties and responsibilities:

- Ensure high standards of cleanliness and hygiene.
- Operate a variety of household appliances and equipment in accordance with the operator's manual and line manager's instructions, in order to provide an effective service.
- Provide a daily cleaning service for all rooms including toilets, classrooms etc, in accordance with cleaning rota to expected high standards.
- Be aware of customers' needs, and perform duties whilst maintaining customer dignity, discretion and respect.
- Attend training courses as required, including COSHH, Manual Handling, Health & Hygiene, First Aid.

General:

- Comply with Health and Safety, Fire Regulations and all TEP Policies.
- Undertake other relevant duties as directed by your line manager.

Annex B: Person Specification

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • Full training provided.
EXPERIENCE	<ul style="list-style-type: none"> • Basic awareness of hygiene and domestic cleaning.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Good people skills. • Able to work alone or within a team. • Able to deal with everyday problems and identify which problems should be referred to line manager. • Good communication skills.
KNOWLEDGE	<ul style="list-style-type: none"> • Understanding of customer care. • Awareness of confidentiality issues. • Understanding of Health and Safety and Fire risks in a working environment.
BEHAVIOURS	<p>Demonstrate a personal commitment to:</p> <ul style="list-style-type: none"> • Promotion of diversity and equality through learning/development opportunities. • Can do approach. • Self-confidence. • Respect for others.

Annex C: Company Values and Expectations

At The Education People we are guided by our shared values:

- **Moral Purpose:** We are driven by our shared moral purpose to do all that we can, both directly and indirectly, to improve educational outcomes and life chances.
- **People First:** We are committed to always putting people first: our staff, clients and partners, and above all, the people we serve.
- **Stronger Together:** We believe in the power of partnership and collaboration, understanding that the very best outcomes are delivered only when we embrace challenge and work together – with each other, our clients and partners.
- **Excellence:** We strive to excel in the delivery of high quality services that produce lasting outcomes: balancing pace, precision, practicality and cost.
- **Spirit of Innovation:** We have a restless curiosity; we embrace every opportunity to learn, to challenge the status quo, and to seek to set new standards for outcomes and delivery.
- **Integrity:** We expect the highest standards of professionalism and integrity of ourselves and others, acting at all times within the ethical framework of our values.