



**GENERAL ASSISTANT**

**20.00 Hours Per Week**

**Pay Band B – SCP 1 – 2**

**£17,842.00 - £18,198.00 (Pro Rata)**

**Temporary (6 Months)**

**Job reference: V91**

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Dear Applicant

**Post of General Assistant**

Thank you for your enquiry about the post at Volair Ltd.

Please find enclosed further details about the post and an application form for you to complete and return to [hr@volair.org.uk](mailto:hr@volair.org.uk)

Volair Ltd places great importance on maintaining high levels of attendance at work and all facilities operate under well-established guidelines to monitor and control absence. If you are successful at interview, Volair Ltd will be seeking references and your present or last employer will also be asked to give details of your sickness and attendance record over the last two years.

If you require any assistance during the selection process due to a disability, please contact me as soon as possible on telephone number 0151 443 4160. For example you may need a sign language interpreter, require an accessible interview room, or need help completing a written application (taped applications may be submitted by prior agreement).

Please note that Volair Ltd will disqualify any applicant who directly or indirectly seeks or canvasses the support of any Councillor for any appointment with the Council.

I look forward to receiving your application and thank you for your interest in this post.

Yours faithfully

*Clare Kerr*

Clare Kerr  
HR, Pensions and Payroll Administrative Officer

Our shared vision - to make Knowsley: *The Borough of Choice*

*“We want Knowsley to have a sustainable and diverse population with successful townships that provide a sense of place and community.”*

CORE VALUES:			
Act with integrity	Being accountable	Openness and transparency	Respect for people
<ul style="list-style-type: none"> <li>▪ Demonstrates honesty, reliability and trustworthiness</li> <li>▪ Does the ‘right’ thing</li> <li>▪ Demonstrates consistency</li> <li>▪ Acts according to a consistent set of morals, values and principles at all times</li> </ul>	<ul style="list-style-type: none"> <li>▪ Acknowledges and assumes responsibility for actions and decisions</li> <li>▪ Takes ownership and responsibility for resulting consequences and does not seek to apportion blame on others</li> </ul>	<ul style="list-style-type: none"> <li>▪ Makes decisions in an open and transparent manner</li> <li>▪ Shares information whenever possible</li> <li>▪ Explains when information can’t be shared</li> <li>▪ Is open to new ideas and new ways of working</li> </ul>	<ul style="list-style-type: none"> <li>▪ Champions equality and diversity with all people at all levels</li> <li>▪ Treats people in the way they would like to be treated</li> <li>▪ Values people and their contributions</li> <li>▪ Shows consideration for others through thought and action</li> </ul>

<b>JOB DESCRIPTION</b>	
<b>JOB TITLE</b>	General Assistant
<b>GRADE</b>	Pay Band B (Inclusive of all weekend, out of hours, evening and Bank Holiday working to suit the needs of the business)
<b>DIRECTORATE</b>	Volair LTD
<b>SECTION/TEAM</b>	Leisure
<b>ACCOUNTABLE TO</b>	Catering Manager / Facility Manager
<b>PLACE OF WORK</b>	A base will be allocated however the post holder is expected to work in any Volair facilities or other partnership working agencies.
<b>RESPONSIBLE FOR</b>	Centre users and visitors
<b>DATE REVIEWED</b>	1 <sup>st</sup> December 2018

### **Purpose of the job**

1. To assist and support the Volair team to ensure the effective and efficient management of the Leisure Services.
2. To provide a flexible catering provision across the company's facilities to meet service requirements.
3. To ensure that customers have a safe and enjoyable experience and that standard of service meets with their expectations and those of the company
4. To support in the delivery of all commercial KPI's and make a valuable contribution to maintaining up to date knowledge of key strategies set by the Active Management team
5. To undertake, individually or as part of a team, the preparation of food and beverages and the continued cleanliness of the preparation / serving area

### **Duties and responsibilities**

This is not a comprehensive list of all the tasks to be undertaken by the post holder. It is illustrative of the general nature of the role and indicative of the level of responsibility of the work to be completed

1. To provide catering support in the preparation & serving of food and beverages. Tasks will include preparing the dining & kitchen areas for service. This may include moving and setting up dining furniture and the cleaning and dismantling of these after service, as and when required
2. To wash all dishes and utensils and all relevant catering equipment
3. To clean all catering areas on a daily basis as directed
4. To ensure that customer service is delivered to the highest standard at all times
5. To act in a manner that is credible, professional and promotes Volair Ltd in a positive manner, adhering to its policies and culture.
6. To maintain a high standard of dress and hygiene with supplied corporate uniform and name badge to be worn at all times inclusive of relative protective clothing
7. Become part of the centres sales culture ensuring that all opportunities are provided to customers to become members and or regular users of the service.
8. Supervision, control and safety of the public within the facility.
9. To follow the Catering Hygiene Policy guidelines and maintain a thorough knowledge of the centres operating policies inclusive of Health & Safety (H&S), Normal Operating Procedures (NOP), Emergency action Plan (EAP) and Fire Safety
10. Attend regular meetings as part of the sites general communication structure
11. To ensure essential qualifications are kept valid and required training sessions are attended to achieve this.
12. To use equipment as instructed and trained, reporting any faults to the relative supervisor immediately
13. To inform management of any health and safety issues that may place individuals in danger
14. Contribute towards the delivery of hospitality and events around site including the set-up, service and clear down as required
15. Deal with customer queries or requests in a polite and efficient manner
16. Control of stock including receipts & storage of supplies
17. To complete administration duties as and when required in relation to the catering / café set-up

18. To be fully conversant with Volair's Financial Procedures which will give the correct guidance for the handling and processing of all money taken
19. *To provide general support to the centre team, given the working environment, which is commensurate with the grade*

### **Other**

1. Duties will be carried out for tasks up to and including those in the same grade, provided such duties are within the competence of the employee.
2. The role will contribute to ensuring the operation of facilities throughout the Borough as a whole run smoothly and therefore flexibility in place of work is paramount on a daily basis. Any movement will be as part of the working conditions and no allowance will be incurred.
3. To work pro-actively towards creating a positive environment to work in embracing Volair's commitment to Equality and Diversity.

### **Health and Safety**

1. All duties must be carried out to comply with:
  - a) The Health and Safety at work act
  - b) Acts of Parliament, Statutory Instruments and Regulations and other legal requirements.
  - c) Nationally agreed Codes of Practice which are relevant.
2. Manage Health and Safety in relation to all Volair Leisure facilities.
3. Ensure that all the cafeteria equipment is cleaned and maintained in accordance with manufacturer's guidelines and industry best practice.

### **Data Protection and Information Security**

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the company's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

<b><i>Review Arrangements</i></b>
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<p>The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual roles will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, Volair Ltd will expect to revise this job description from time to time and will consult with the post holder at the appropriate time</p>
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Person specification			
<b>Post title</b>	General Assistant	<b>Grade</b>	Pay Band B (Inclusive of all weekend, out of hours, evening and Bank Holiday working to suit the needs of the business)
<b>Section/team</b>	Volair Ltd		

Criteria	<i>Essential requirements</i>	* M.O.A
<b>Skills, knowledge, experience etc</b>		
1	Demonstrate adequate experience, ideally in a Sport and Leisure environment.	A/I
2	Ability to work as part of a team to ensure appropriate standards are maintained, and liaise with the relevant supervisor regarding any work related issues, including Health and Safety issues which could place individuals in danger.	A/I
3	Experience of working within a catering environment	A/I
4	A passion for customer service	A/I
5	Ability to meet specific performance targets/outcomes with a key focus on customer service	A/I
6	To ensure that customers have a safe and enjoyable experience and that standards of service meets with their expectations and those of the company	A/I
7	To assist and support the Volair Leisure team to ensure the effective and efficient management of the Active Leisure Services.	A/I
<b>Qualifications</b>		
8	Relevant Food Hygiene Certificate	A/I/C
9	Manual Handling Certificate	A/I/C
<b>Health and safety</b>		
10	Knowledge of Health and Safety Procedures	A/I
11	Ability to use equipment as instructed and trained	A/I
12	Ability to inform management of any health and safety issues which could place individuals in danger	A/I
13	Ability to operate and ensure customers safety at all times	A/I
<b>Personal attributes and circumstances</b>		
14	Ability to work as both part of a team and as an individual	A/I



15	Demonstrate a willingness to undertake appropriate training	A/I
16	Ability to work evening, weekends and Bank Holidays as required.	A/I
17	An understanding of Equality and Diversity issues	A/I
18	Must be presentable and wear uniform provided	

**\*Method of assessment (\*M.O.A)**

**A** = Application form

**C** = Certificate

**E** = Exercise

**I** = Interview

**P** = Presentation

**T** = Test

**AC** = Assessment centre

<b>Date</b>	<b>Approved by authorised manager</b>	<b>Designation</b>
14.02.19	D Barry	Facility Manager

**Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:**

- **Motivation to work with children and young people**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people**
- **Emotional resilience in working with challenging behaviours**
- **Attitudes to use of authority and maintaining discipline**



## Conditions of Service

<b>Post</b>	General Assistant
<b>Employment status</b>	Temporary (6 Months)
<b>Grade</b>	Pay Band B (SCP 1-2)
<b>General</b>	The conditions in the National Joint Council for Local Authority Services (Green Book) will apply.
<b>Hours of work</b>	20.00
<b>Salary</b>	£17,842.00 - £18,198.00 (Pro Rata)
<b>Medical</b>	The successful applicant will be required to complete a medical questionnaire and may also be required to undergo a medical examination.
<b>Training</b>	Volair Ltd encourages training and development for all employees.
<b>Pension</b>	If eligible you will be automatically enrolled into the National Employment Savings Trust.
<b>Disclosure</b>	The post is subject to a Disclosure & Barring Service check. You must ensure that you complete Section 8 of the application form. If you fail to do so your application will not be considered. Having a criminal record will not necessarily prevent you from being appointed to the post.



## Exempted posts – Disclosure & Barring Service (DBS) disclosure

Volair Ltd aims to promote equality of opportunity for all with the right mix of talent, skills and potential. We welcome applications from diverse candidates.

Certain posts are subject to a Disclosure & Barring Service check due to the nature of the work being undertaken. All candidates who are successful at interview for one of these posts will be asked to complete an application form for a 'disclosure' check by the Disclosure & Barring Service before the appointment is confirmed.

Whilst the council supports the rehabilitation of ex-offenders, it is obliged in the recruitment of all employees to use an Exemption Order of the Rehabilitation of Offenders Act 1974 in order to ensure safe recruitment to posts where working with children, vulnerable adults or other positions of trust are involved. If you apply for a post that is subject to a disclosure, you will be advised in the recruitment job pack.

Having a conviction or a record of some type of unacceptable behaviour **would not** necessarily bar you from being appointed to the post as any decision to employ will be considered on the individual circumstances of each case.

Further information about the Disclosure & Barring Service, including how information is assessed in line with the Rehabilitation of Offenders Act 1974 can be found on their website: [www.crb.gov.uk](http://www.crb.gov.uk)

## Safeguarding

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Emotional resilience in working with challenging behaviours
- Attitudes to use of authority and maintaining discipline