

*At Lady Manners School we strive to attain the highest standards in our work, have respect for others and develop our individual talents.*



Founded 1636 by Grace, Lady Manners  
Lady Manners School

## **JOB DESCRIPTION**

<b>POST TITLE:</b>	Support Services Assistant
<b>MEMBER OF STAFF:</b>	Vacancy
<b>GRADE:</b>	3
<b>RESPONSIBLE FOR:</b>	Not applicable
<b>RESPONSIBLE TO:</b>	Catering Manager or Premises Manager

### **OVERALL RESPONSIBILITY:**

To work as part of a team to provide a comprehensive catering service service for students and staff (approximately 1300 customers each day) whilst adhering to hygiene, health and safety regulations and to carry out cleaning duties as per the cleaning schedule.

To supervise students embarking on buses and ensuring their safety on the bus park.

To supervise students during lunchtime and work as a team to clear the dining halls ready for the afternoon lessons.

### **SPECIFIC DUTIES AND RESPONSIBILITIES:**

#### **Catering duties:**

1. Prepare, cook and present food for meal service as prescribed in the menus. This will include peeling, chopping and cooking vegetables, cooking jacket potatoes, preparing sandwich fillings, buttering bread, making sandwiches, wraps and salads.
2. Prepare the dining area, including the erection and dismantling of dining furniture.
3. Load service counters and ensure sufficient supplies throughout the service period.
4. Operate the tills during service times and complete all necessary sales controls and documentation for each service.
5. Wash crockery, cutlery and serving dishes.
6. Maintain high standards in the hygiene of food preparation, storage and sale of food and comply with Food Hygiene Regulations at all times.
7. Report to the Catering Manager any incidents of accident, fire, theft, loss, damage, unfit food or other irregularities.
8. Provide high levels of customer service, reporting any customer feedback to the Catering Manager.
9. Prepare for and assist at any special functions which may occur outside normal working hours e.g. Parents' Evenings, Speech Night, open evenings.
10. Assist the department to continue to develop the catering service and the school's approach to Healthy Eating.
11. Attend team meetings as may be necessary.

### **Midday Supervision duties:**

1. Work as part of a team on a rota system to supervise students at lunch time, including:
  - Ensuring students are queuing quietly and safely.
  - Ensuring that students adhere to the school rules (including correct uniform, not removing food from the dining halls, taking dirty dishes to the cleaning station).
  - Utilising the school's behaviour management strategies.
  - Ensuring that students enter and leave the dining halls at the correct times.
  - Clearing any spillages in the dining hall.
2. Work as part of a team to ensure that the dining halls are ready for use as classrooms at the end of lunch. This includes wiping tables, stacking chairs and tables, sweeping floors etc.

### **Bus Supervision duties:**

1. Ensure students behave safely and queue appropriately.
2. If a bus is approaching towards a crossing, stop the students (not the bus) and keep the students on one side.
3. When supervising students using the crossing, to stand in the middle of the crossing.
4. Report any behaviour or incidents to the senior member of staff on duty.

### **Cleaning duties:**

1. Clean the designated area of the school (including the school kitchens) according to the relevant cleaning schedule.
2. Launder kitchen towels.
3. Empty waste bins.
4. Sweep floors with brushes or impregnated mop-sweepers.
5. Mop floors with wet or damp-mops (using the associated equipment).
6. Vacuum carpeted areas and to 'spot' clean carpets.
7. Use electrically powered scrubbing/polishing machines to burnish, scrub and polish floors.
8. Use electrically powered pick-up machines.
9. Dust, wipe, wash or polish as necessary - furniture, ledges, window sills, radiators, shelves and fitments.
10. Replenish consumable items (soap, toilet rolls, paper towels).
11. Clean toilets, urinals, hand basins and sinks.
12. Use such chemical agents as directed in the discharge of cleaning operations or maintenance procedures.
11. Undertake wall washing or inside window pane cleaning to a height of no greater than body height plus an arm's extension from floor level.

### **GENERAL DUTIES AND RESPONSIBILITIES:**

1. Undertake training and development activities relevant to the position.
2. Co-operate with the school in complying with relevant health and safety legislation, policies and procedures.
3. Carry out the duties and responsibilities of the post in compliance with the school's equal opportunities policy.
4. Support the aims and ethos of the school.
5. Maintain confidentiality and observe data protection and associated guidelines where appropriate.

6. Maintain an awareness of Safeguarding Children, Safer Working Practice and Every Child Matters initiatives.
7. Carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.

## PERSON SPECIFICATION

	<b>Essential or Desirable</b>
<b>Experience:</b>	
Working in a team	Essential
Working in a catering environment	Essential
Previous experience in cleaning industry	Desirable
Working in a school catering environment	Desirable
Working with children	Desirable
<b>Knowledge:</b>	
Understanding of the importance of safeguarding children and of safer working practice	Essential
Health and Safety issues (e.g. COSHH, Manual Handling)	Essential
Food production techniques	Essential
Health and Safety practices in kitchens	Essential
Food hygiene principles	Essential
Operation of commercial cleaning equipment	Desirable
Managing the behaviour of children	Desirable
Safety issues in relation to vehicles/traffic	Desirable
<b>Skills:</b>	
Ability to complete cleaning tasks to desired standards	Essential
Ability to work flexibly	Essential
Ability to follow instructions	Essential
Customer care	Essential
Ability to recognise the need for and maintain a high degree of confidentiality	Essential

Ability to relate to teachers, other professionals, parents and students	Essential
Ability to work as part of a team and on own initiative	Essential
Ability to work calmly and professionally under pressure	Essential
Attention to detail	Essential
<b>Attitudes and Values:</b>	
Commitment to school improvement and raising achievement for all students	Essential
Ability to form and maintain appropriate relationships and personal boundaries with young people	Essential
Committed to the needs of the students, parents and other stakeholders	Essential
Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations	Essential
Adaptable to change	Essential
Ability to relate to and promote the school ethos	Essential
<b>Other:</b>	
Willing to self-improve / attend training	Essential
High standards of personal hygiene	Essential
Ability to carry out manual handling tasks	Desirable

*The post-holder must be prepared to carry out additional duties which may reasonably be required by the Headteacher. The duties of this post may vary from time to time, as required by the Headteacher, without changing the general character of the role or the level of responsibility.*

Evidence will be drawn from some or all of:

- Letter in support of application
- Application form
- Response to questions during interview
- Test or task
- References