

ROLE PROFILE

Role Title:	Scheme Assistant
Department:	Retirement Living
Role Purpose:	<p>Supporting the kitchen staff to provide a restaurant service to customers</p> <p>Ensure standards of cleanliness within the scheme and support the Scheme Manager to provide a housing management service</p>
Reporting to:	Scheme Manager
Responsible for:	None
Disclosure level:	Enhanced DBS
Role Level:	<p>Detail the Behaviours Standards level that this role sits at:</p> <p><u>Frontline Worker</u></p>
Key Role Responsibilities	<p>Responsible for ordering, monitoring and rotation of cleaning materials.</p> <p>To ensure COSHH data spreadsheets are updated as and when required and Risk Assessments are completed and reviewed regularly.</p> <p>To have an awareness of budget constraints.</p> <p>To participate in reviewing the cleaning schedules for communal areas</p> <p>Ensure all communal areas are cleaned to a high standard.</p> <p>To be responsible for reporting maintenance issues in all areas of the scheme including all equipment.</p> <p>To maintain environment; deep clean carpeted and non-carpeted areas, soft furnishings fixtures and fittings; windows and walls; maintain storage areas.</p> <p>To support in the restaurant at meal times, to take orders, to serve and clear away and clean tables after service.</p>

	<p>To support catering staff in kitchen clean, including weekly deep clean.</p> <p>To launder catering linen and maintain supplies of clean linen including catering uniforms.</p> <p>To support the Scheme Manager in dealing with customer enquiries</p> <p>To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlines in the Midland Heart Health and Safety Policy commensurate with this position.</p> <p>To complete accident and incident forms as required.</p> <p>To comply with Fire Safety requirements of scheme.</p> <p>To comply with Health and Safety at work Act.</p> <p>To report breaches of the above of perceived risks within the scheme to the Scheme manager</p> <p>Deal with obvious risks immediately i.e. spillages, blocked fire exits</p> <p>To undertake all training as required, to attend training courses when places are confirmed.</p> <p>Staff must ensure they respect the confidentiality of all customers and staff information that they will become aware of.</p> <p>Staff must adhere to all Midland Heart Policies and Procedures</p> <p>Regular attendance at staff meetings are mandatory.</p> <p>Staff are expected to work Bank Holidays and weekends as part of a seven day week rota.</p> <p>Staff can expect regular supervision from their line manager. They should be available and prepared for supervision.</p> <p>Occasionally staff maybe required to provide cover at other locations</p>
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<p>Education, Qualifications and Training</p>	<p>No previous qualification necessary but some understanding and knowledge of Health & Safety would be beneficial</p> <p>Knowledge of promoting independence.</p> <p>Minimum of Food Safety Level 2 qualification or must be obtained within the first 6 months of employment.</p>
<p>Knowledge and Experience</p>	<p>Previous knowledge and experience desirable but training will be provided.</p>
<p>Role Specific Skills & Behaviours</p>	<p>Good working ethics with the ability to work as part of a team or individually.</p> <p>Understanding the diverse needs of the customers whilst maintaining privacy, dignity and respect.</p>