



Role Profile

Role Title:	General Assistant
Reporting To:	Leasehold Officer /Services Manager
Level	Level 7
DBS required?	Yes (Enhanced)
Role Purpose:	<p>Support the delivery of excellent services to customers, through providing some or all of the following services as required by the setting:</p> <ul style="list-style-type: none"> • Cleaning communal areas of the premises, including lounges, hallways, staircases, lifts, communal toilets and bathrooms etc. • Support the managers to create and maintain a welcoming, supportive atmosphere at the Service • Being aware of customers' health and wellbeing and alert managers and workers immediately with any concerns • Following local procedures and health and safety guidance in relation to your role, ensuring you work safely, ensuring the premises are safe and clean and reporting health and safety concerns promptly to managers <p>In services with catering:</p> <ul style="list-style-type: none"> • Working with catering staff to maintain the cleanliness of kitchens and dining areas, including keeping equipment and utensils clean and safe; ensuring crockery and cutlery are clean and ready for use at meal times • Serving meals to customers, setting and clearing tables, ensuring customers receive the meals of their choice <p>To succeed in this role you will need to have a flexible attitude and be willing to undertake any tasks your customers, manager or other senior managers reasonably ask of you; taking into account your role and location.</p> <p>NB – specific tasks and responsibilities may vary depending on the Service(s) you are recruited to and the needs of the business, which may change from time to time.</p>

Key accountabilities	Key elements
Delivering services to customers	<ul style="list-style-type: none"> • Ensure that you deliver work to a consistently high standard at all times, in line with the requirements of the service, as instructed by your line manager,



	<p>other managers and support staff</p> <ul style="list-style-type: none"> • Acknowledge any customer concerns, responding and/or escalating as required within policy in line with your role • Be aware of customers, their needs and their safety; report any concerns about customers wellbeing, behaviour or personal safety to a member of the service delivery team immediately • Work at all times within the professional boundaries • Maintain a positive and respectful attitude at all times to customers, other staff, contractors and other visitors to the scheme • Deliver services to meet our customers' expectations as detailed later within this role profile
Organisational and management expectations and standards	<ul style="list-style-type: none"> • Ensure that you follow local and Notting Hill Genesis policies and procedures relevant to your role • Demonstrate genuine equality and diversity in all aspects of customer and colleague relationships, and service delivery • Maintain and update written records where required
Technical and Professional Skills	<ul style="list-style-type: none"> • Actively participate in learning and development events and activities designed to develop your skills • Work on you own initiative • To attend such training and development programmes as are necessary to attain or enhance your skills appropriate to the tasks and responsibilities of the post
Efficient use of Resources	<ul style="list-style-type: none"> • Follow instructions and guidance in the use of equipment to ensure you use equipment as designed, and in a safe and effective way • Plan your working time to ensure you work efficiently and effectively • Support local team colleagues and managers to respond to emergencies in a timely and appropriate manner • Report to the Services Coordinator/Manager any concerns regarding the physical state of accommodation • Ensure good management of your time through effective organisational skills
Team Working	<ul style="list-style-type: none"> • Work collaboratively with team members and other colleagues (e.g. volunteers), sharing knowledge and information where appropriate, and providing assistance where necessary • Contribute in formal and informal settings to the development of service



	<p>improvements aimed at enhancing the experience of customers, their families and carers</p> <ul style="list-style-type: none"> • Demonstrate genuine equality and diversity in all aspects of customer and colleague relationships, and service delivery • Develop a positive relationship with all customers, staff and other visitors by becoming an integral part of the team
Systems & Process	<ul style="list-style-type: none"> • Maintain a good working knowledge of all relevant IT systems including case management systems where applicable
Governance, Compliance and Health and Safety	<ul style="list-style-type: none"> • Gain awareness and understanding of the Association's policies and procedures in relation to the service area • Understand and follow Health and Safety regulations with respect to your role, including the use of cleaning equipment and materials • Comply with all policies and undertake all mandatory training in relation to the protection of vulnerable customers (e.g. Professional Boundaries, Safeguarding)

Skills, Knowledge and Experience	
<p><u>Experience – Essential</u></p> <ul style="list-style-type: none"> • Experience of working using your own initiative <p><u>Experience – Desirable</u></p> <ul style="list-style-type: none"> • Experience of working in services for customers with similar care and support needs in a health, social housing or social care environment • Experience of similar work in public/social setting <p><u>Knowledge and Skills – Essential</u></p> <ul style="list-style-type: none"> • A good general standard of education – able to read and write legibly <p><u>Knowledge and Skills – Desirable</u></p> <ul style="list-style-type: none"> • In catered services, a Basic Food Hygiene Certificate • Knowledge and awareness off issues relating to customer groups within the post's remit – e.g. one or more of - older people, homelessness, mental health, learning disability, offender management etc. 	

Span of Control	
Financial	<ul style="list-style-type: none"> • None
Non-financial	<ul style="list-style-type: none"> • Resources to be used in a responsible and cost-effective manner



Stakeholders – Internal and External	<ul style="list-style-type: none"> • Internal managers and staff/colleagues • Clients, customers and contactors
Decision making - authority/ mandates/ constraints	<ul style="list-style-type: none"> • Decisions made within scope of accountability
Context/Other Factors	<ul style="list-style-type: none"> • Undertake any other duties consistent with the purpose of the post

Notting Hill Genesis' Values & Behaviour requirements

Notting Hill Genesis aspires to be a leading property-based service provider. We want to build better futures for all of our customers. Our values are what makes us different and describe how we expect all staff to act.

Customer focus Putting the customer (internal and external) first – treating our customers with consistency and sensitivity	<ul style="list-style-type: none"> • I take personal responsibility and ownership to make things happen • I am able to adapt to changing circumstances and come up with creative solutions • I treat customers as individuals who have choices
Partnership working Working together to achieve shared goals for our customers, our people and our organisation	<ul style="list-style-type: none"> • I am open to challenge and prepared to challenge others • I understand our business and work with others to deliver results • I focus on solutions and resolving issues, not blaming others
Efficiency Using our resources (people, money, time) wisely, and challenging waste and duplication, to get the best results	<ul style="list-style-type: none"> • I use time effectively and plan • I am personally accountable for how I use resources • I manage and evaluate my performance, focussing on continuous improvement
Good employer Everyone working together to make Notting Hill Genesis a great place to work	<ul style="list-style-type: none"> • I value my colleagues • I communicate openly, finding out how teams work to achieve, and celebrate, shared goals • I proactively get involved to make a positive impact to, and promote the Notting Hill Genesis brand
Respect Treating people fairly; recognising, understand and celebrating difference	<ul style="list-style-type: none"> • I treat others professionally • I act ethically and with integrity • I am open minded and non-judgemental



Our Customers' expectations
<ul style="list-style-type: none">• That you treat us fairly, respectfully and politely at all times• That you are approachable, make time for us and genuinely listen• That you keep us informed about anything that affects us, especially when things change• That you create a positive customer environment that respects our individuality