

SECTION A: THE ROLE	
Job Title:	Domestic Services General Assistant
Department/Service:	Finance & Resources
Job Grade:	Grade 01
Job Family:	Campus Services
Job Location:	Fusehill Street
Responsible To:	Domestic Services Working Supervisor
Responsible For:	N/A
Role Purpose:	
Provide a professional service to staff and students, either working alone or as part of a team working on similar tasks usually with short, defined timescales. The job requires staff to work on straightforward tasks or on prescribed/directed activities or based on clear instructions or daily work allocation within well-established routines and procedures.	

SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES	
1.	<ul style="list-style-type: none"> • Use straightforward equipment to carry out duties and activities effectively • Provide routine assistance to staff, students and others when required
2.	<ul style="list-style-type: none"> • Deliver a well-defined customer service that follows existing systems to an agreed standard of quality
3.	<ul style="list-style-type: none"> • Carry out work according to rota/routine or following a plan set by others, working within short timescales. • May be required to prioritise some of own work to ensure it can be carried out within the required timescales and to the appropriate standards
4.	<ul style="list-style-type: none"> • Report low supplies/resources to others for re-ordering • Responsible for safe keeping of allocated equipment, keys or other items during working hours and for ensuring they are kept in good working order
5.	<ul style="list-style-type: none"> • Participate in agreed training activities, to enhance the role performance, such as updates on Health & Safety issues or key skills
6.	<ul style="list-style-type: none"> • Support the induction of new colleagues by providing basic information on role content and activities

Additional Information:

You may on occasions and in line with operational needs:

- Be required to work different hours including weekdays and evenings.
- Be required to travel to other campuses and sites as necessary.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

Person Specification for Grade 1 post. Role Title: Domestic Services General Assistant	Essential/ Desirable	To be identified by:
Qualifications Ability to read, write and undertake basic calculations.	Essential	Application Form
Experience Previous experience in a similar role.	Desirable	Application Form/Interview
Knowledge, skills and abilities Ability to work on and prioritise similar tasks within a daily work allocation, defined timetable or routine in accordance with well-established procedures. Ability to apply knowledge, experience and general procedural awareness to deal with straightforward work issues. Ability to communicate as required to respond to straightforward requests for information, eg from colleagues, students or other customers. Professional approach to work and work colleagues and ability to work independently and show initiative. Ability to use appropriate equipment and carry out basic record keeping.	Essential Essential Essential Essential Desirable	Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview
Other Commitment to the strategic plan and values of the University especially in relation to equality of opportunity at work and a healthy and safe working environment.	Essential	Interview