

General Assistant



> Customer > Supported and Temporary Housing

What's it all about

To support the delivery of excellent care and support to customers by helping to maintain a clean, safe and welcoming service environment. The role includes cleaning communal areas, supporting the wider service team and, where relevant, assisting with the cleanliness and operation of dining areas and meal services.

How you'll make a difference

You will help customers feel comfortable, respected and safe in their home and shared surroundings. By maintaining high standards, working positively with colleagues and escalating concerns promptly, you will support the service to provide a reliable and welcoming environment for customers, families, carers and visitors.

How you'll do it

- Clean communal areas, including lounges, hallways, staircases, lifts, communal toilets and bathrooms, to the standards required by the service.
- Support managers and colleagues to create and maintain a welcoming and supportive atmosphere.
- Be aware of customers' needs, wellbeing and safety, and report any concerns promptly to an appropriate member of the service delivery team.
- Respond appropriately to customer concerns and escalate them in line with NHG policies, procedures and the boundaries of the role.
- Follow local procedures and health and safety guidance, including the safe and effective use of cleaning equipment and materials.
- Report health and safety concerns and any issues with the physical condition of the premises promptly to management.
- Where catering is provided, work with catering colleagues to maintain clean kitchens and dining areas, keep equipment and utensils safe, and support the setting, serving and clearing of meals.

- Plan and organise your work effectively, maintain written records where required and use resources responsibly.
- Work collaboratively with colleagues, including supporting an appropriate response to emergencies and contributing ideas to improve the customer experience.
- Maintain professional boundaries and a positive, respectful approach when working with customers, colleagues, contractors, families, carers and visitors.

All about you

Our values

We succeed together

By working as one and respecting diverse perspectives, we support each other to consistently deliver better outcomes for our residents and communities.

We keep our word

We do what we say we will do, and act with integrity and ownership to build trust and provide the high-quality service people expect from us.

We do better every day

We are always looking for better ways to work and raising standards and strengthening communities through continuous improvement.

Essential knowledge, experience and skills

- Experience of working effectively using your own initiative.
- Good spoken and written English
- Effective IT skills including basic MS Office skills
- Ability to organise your workload and consistently complete work to the required standard.
- Ability to work respectfully and collaboratively with customers, colleagues and others involved in the service.
- Basic Food Hygiene certificate where the role is based in a catered service.