Llangasty Retreat House
General Assistant - Job Description 2026

Position: General Assistant

Salary: to be negotiated

Hours: 18 hours per week

Holidays: 4 weeks/20 days a year (pro rata) plus 8 Bank Holidays (if it is necessary to work on Bank Holidays, compensatory leave will be awarded). 3 days to be taken during the Christmas/New Year break

Hours of Duty: 18 hours a week in varying shift patterns which must be worked in accordance with the needs of the Retreat House and which may include weekends and some unsociable hours. (Usually within an 8am start and 8pm finish)

Responsible to: Retreat House Manager (Line Manager) and to the Hospitality Manager, who will supervise on a day-to-day basis

Location: Llangasty Retreat House, LD3 7PX

Job Description: To work within a small team to produce high standards of customer care, a quality dining experience and to maintain a safe and clean environment.

Responsibilities & Duties:

<u>General</u>

- Liasing with customers, meeting and greeting guests when necessary, acting in a responsible manner at all times
- To maintain the highest standards of cleanliness in all areas of the house, ensuring high levels of attention to detail and professionalism are met
- To maintain a high standard of personal hygiene
- When working in the kitchen, to arrive at work in good time to change into a clean set of work clothing, remove all jewellery and secure hair before commencing duties.
- To report accidents /incidents involving retreatants or staff to the Hospitality Manager or Manager and give verbal/written statements when requested

<u>Kitchen/Dining</u>

- Cleaning of the Servery and Dining area
- Cleaning the kitchen, wash-up area and food storage areas
- Aid with preparation and serving of meals on time
- Dish washing
- Occasionally work unsupervised in the kitchen, preparing and cooking simple meals.
- To take part in deep cleaning of kitchen, dining and food storage areas as necessary

Housekeeping

- Making beds and cleaning of the bedrooms to the highest standard
- Cleaning bathrooms and toilets to the highest standard
- The vacuuming of rooms and corridors and emptying all waste bins
- Cleaning the glass and mirrors
- Dusting and removing of cobwebs
- Sweeping and mopping floor surfaces
- Clean areas as assigned
- Ensure that rooms are odour free
- Report anything in need of repair or replacement to the Hospitality Manager
- Clean and restock kitchenette area
- Pack used laundry ready for collection, monitor return deliveries and keep linen cupboard tidy
- Initiate and do deep cleaning of bedrooms, bathrooms and public areas as necessary
- Keep cleaning area and space clean and tidy at all times and cleaning materials safely stored

Other duties

- To observe working procedures and safety regulations and to remove from use and report to the Hospitality Manager or Manager any item of equipment found to be faulty
- To act with due care for the health and safety of him/herself, other employees, retreatants and the general public
- To comply with Health and Safety Policies, Environmental Health and Food Safety Management guidance
- To notify the Hospitality Manager of any Health & Safety issues with regard to the kitchen and other areas of the House

- To maintain confidentiality and not to discuss any information gained from one's occupation outside the working environment
- To inform the Hospitality Manager or Manager of any sick leave and upon return, you are responsible for providing appropriate documentation and must attend a back to work interview
- To inform the Hospitality Manager or Manager of any contagious illnesses as directed
- To attend and take an active part in staff meetings
- To attend any training sessions as deemed necessary by the Hospitality Manager or Manager
- To undertake any other duties as may be necessary from time to time
- To book annual leave and where possible to book medical appointments in accordance with the staffing needs of the Retreat House
- To work within the policies and procedures of Llangasty Retreat House

The post holder may be required to perform duties appropriate to the post, other than those given in the Job Description. The particular duties and responsibilities attached to the post may vary from time-to-time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and as a result of such variations it may be necessary to update this Job Description from time-to-time.

General Assistant – Person Specification

Qualifications and Training:

- Appropriate DBS checks
- Ability to understand instructions
- Must be willing to undertake training as required
- Food Hygiene Certificate (desirable)

Experience:

- Basic cleaning to a high standard
- Of working to procedures and standards
- Serving at tables
- Awareness of Health and Safety issues

Skills:

- Ability to communicate in English
- Ability to liase and build up good relationships with guests and staff
- Able to complete tasks to a high standard
- Able to work quietly
- High level of physical fitness to undertake kitchen/cleaning duties and use heavy/large items of catering/cleaning equipment
- Able to handle and dispose of waste in a safe and appropriate manner, including making use of local recycling provision

Knowledge:

- Of cleaning chemicals and their safe use
- Personal hygiene requirements
- Manual Handling techniques
- Health & Safety in the workplace
- Food preparation and handling, including special diets and allergens

Values, Motivation & Commitment:

- Commitment to Safeguarding and implementing the Trust's Safeguarding Policy
- Able to provide a quality guest focussed service
- Flexibility essential as shift patterns vary and there are some unsociable hours
- Gains satisfaction from providing support to colleagues
- Happy to work alone on occasion
- Enjoys meeting and helping people
- Has a patient, friendly and polite approach
- Happy to work in a small team and comfortable working in a quiet environment in a rural location