

St Cuthbert's College; Position Description

Position Title	House Assistant		
Reports To	Director of Boarding		
School / Support	Support		
Position Number	JD 214	Date	April 2021

By Love Serve

The values embodied in the St Cuthbert's College motto 'By Love Serve' guide all our interactions. The College Compass also underpins the delivery of education at St Cuthbert's. It is comprised of these four key principles:

- **Striving for excellence**
- **Developing all dimensions**
- **Building a connected community**
- **Pursuing innovation, valuing tradition**

Role Purpose

Support the Boarding House in ensuring the smooth running of the College.
To ensure the Boarding House is kept clean and tidy.

To uphold the St Cuthbert's College values "By Love Serve".

Nature and Scope of Role

Making St Cuthbert's College great to work for by:

- Managing a safe and positive environment for Boarding students.
- A sound knowledge of and interest in teenagers and young adult.
- Flexible and able to cope with a variety of demanding tasks and problems as they arise.
- An appropriate role model for girls in terms of language, dress, grooming, hygiene and integrity.
- An effective communicator with staff and students.
- Honest and trustworthy and ethical
- A non smoker.
- Being aware of the customer oriented nature of the work to be undertaken and able to communicate effectively with people at all levels of the college.
- A commitment to excellent customer service.
- Ensuring that all activities are consistent with and supportive of the College plan.
- The expected professional standards and behaviours are consistently delivered for both external and internal customers.
- Being conversant with all College systems, policies and procedures, including educational standards.
- The professional image of the College is projected positively at all times.
- Maintaining a professional stance within the community and projecting a professional image of the College always.

Challenges

Challenges	<ul style="list-style-type: none"> ▪ Preserve, protect and promote our brand ▪ Drive effective and positive improvements within the College aligned to the College culture, values and customer needs. ▪ Changing the operating culture of established business practices ▪ Convincing others that change is necessary and desirable ▪ Influencing leaders and team members with strong leadership practices
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Key Responsibilities/ Accountabilities

Key Tasks	Expected Results
Leadership	<ul style="list-style-type: none"> ▪ Managing positive relationships. ▪ Support effective and efficient systems and processes. ▪ Promote and support strong linkages across the College. ▪ Actively support management decisions and initiatives. ▪ Develop a positive, supportive and By Love Serve culture at the College. ▪ Manage privacy concerns of all parties with care, empathy, and professionalism
Responsibilities	<ul style="list-style-type: none"> ▪ The cleanliness, tidiness and upkeep of the Boarding House.
Duties	<ul style="list-style-type: none"> ▪ Clean showers, toilets and hand basins ▪ Wash all bathroom and toilet floors with disinfectant. ▪ Clean all brass fittings and light fittings. ▪ Clean kitchen benches, fridge and microwave. ▪ Clean and prepare flat every Friday or at the request of the Director or Assistant Director of Boarding. ▪ Clean laundry equipment and surfaces. ▪ Clean all marks from the walls and doors. ▪ Dust surfaces, including high dusting when necessary. ▪ Collect wet Towels and bathmats and put out with the laundry. ▪ Empty rubbish from all bathrooms, common rooms, bedrooms and cubicles. ▪ Vacuum stairs and all floor areas. ▪ Bring in clean laundry when delivered and put away cupboards. ▪ Ensure clothes are hung up tidily in drying room. ▪ To ensure that the Boarding House is maintained to a clean and hygienic standard. ▪ To ensure that the Boarding House is maintained in a tidy manner.
Other Duties	<ul style="list-style-type: none"> ▪ Other duties as directed by Director or Assistant Director of Boarding.
Supplies	<ul style="list-style-type: none"> ▪ Daily replenishment of toilet rolls and soap. ▪ Check cleaning cupboard for supplies required and liaise with SSL to ensure supplies are restocked. ▪ Notify Director of Boarding of any linen or towel requirements. ▪ Toilet paper and soap is readily available. ▪ To maintain required stock of supplies. ▪ Sufficient linen and towels of good standard is readily available.
Term Break Duties	<ul style="list-style-type: none"> ▪ Clean all drawers and vacuum drawers and underbed. ▪ Shower door hinges scrubbed and disinfected and floor outlets cleaned out. ▪ All Bathroom fittings to be soaked and disinfected. ▪ All net curtains to be washed in House machines, dried and rehung. In addition to daily cleaning schedule gives the House a through clean, so that the boarders return to an immaculate House at the start of each term. ▪ Washing Machine to be disinfected. ▪ Laundry room surfaces to be scrubbed out and disinfected.

	<ul style="list-style-type: none"> ▪ All rubbish bins to be cleaned and disinfected. ▪ Kitchen cupboards, fridge, microwave and oven to be cleaned inside and out. Floor area under oven and fridge to be uncovered and cleaned. ▪ Linen cupboard tidied. ▪ Mainstaircases, including panels to be dusted and polished. ▪ Telephones disinfected. ▪ Flat to be thoroughly cleaned including under beds, skirting boards, lino, bathroom, fridge and kitchen. ▪ All windows inside House washed and cleaned. ▪ Internal courtyard swept and tidied. Outdoor Table and chairs are washed, shelves and based are cleaned and disinfected.
General	<ul style="list-style-type: none"> ▪ Working to foster openness by communicating with team members, at all levels. • Influencing and negotiating with senior leaders ▪ Provide regular communication & feedback to staff ▪ Conduct self in a professional manner at all times, this also covers personal presentation, demeanour and including driving College vehicles. ▪ Being conversant with all College systems, policies and procedures. ▪ Ensure that all College security procedures are maintained. ▪ Identifying effective solutions to complex processes and problems. ▪ Undertake any other duties as required.
Self-Development	<ul style="list-style-type: none"> ▪ Keep abreast of industry and professional knowledge. ▪ Personal skills and competencies kept up-to-date with professional development.
Health and Safety	<ul style="list-style-type: none"> ▪ All St Cuthbert's employees are responsible for H&S and employee participation is essential to keeping the workplace health and safe. ▪ All St Cuthbert's employees must understand their H&S responsibilities relevant to their positions and current legislations. ▪ All St Cuthbert's employees must comply with all H&S policies and procedures and ensure their actions or inactions do not cause harm to themselves or others. ▪ Maintains safe, organised and neat work areas.
Stakeholders	<ul style="list-style-type: none"> ▪ The Director of Boarding/Assistant Director of Boarding ▪ House Managers ▪ Students ▪ College Nurse ▪ Administrative Assistant ▪ Property Office ▪ Other Staff
Direct Reports	<ul style="list-style-type: none"> ▪ N/A
Financial	<ul style="list-style-type: none"> ▪ Manage Budgets with reporting Manager ▪ Maintain accurate financial records. ▪ Pursue savings and cost management objectives.

Professional Qualifications/ Experience

Experience	Minimum Requirement/ Expectation
Required and/ or Desirable	<ul style="list-style-type: none"> ▪ Tertiary education in a related discipline or relevant industry experience

Personal Competencies

- Excellent communication skills (verbal and written) with a wide variety of audiences.
- Strong written/oral communications, research, proofreading, and leadership skills
- Work well under pressure, be able to multi-task, meet deadlines, solve problems and take initiative.

- Strong interpersonal skills and capable of building effective relationships with team members, internal teams and customers to gain their trust and respect.
- Excellent prioritisation and forward planning skills.
- Demonstrates a commitment to delivering on key objectives.
- Results oriented and self-motivating.
- Anticipates potential problems and proactively addresses them.
- Shows high levels of initiative, flexibility and adaptability.
- Able to make decisions and think in a focused, analytical and detailed manner.
- Accepts full responsibility for self and contribution as a team member.
- Values and respects other people's opinions and contribution at every level of the business.
- Honest and ethical with customers and fellow colleagues at all times.
- Adopts and maintains a professional and positive attitude including standard of dress and demeanour.

The above duties and responsibilities within this role are not meant to be limiting – rather to give an outline of essential duties of the position that may change from time to time, which will require flexibility.