

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: General Assistant – Zero Hours

Location: Clockhouse, Milford

Reporting to: Clockhouse Services Manager

Role Summary

The General Assistant plays a key role in supporting the smooth running of The Clockhouse Community Centre. As part of a small, dedicated team, the postholder contributes to the daily operations of the centre, café, and activity services, ensuring a welcoming and safe environment for all users. The role requires a dependable, proactive individual who is committed to upholding the ethos, aims, and values of Age UK Surrey.

Key Responsibilities

Facilities & Housekeeping

- Assist with room set-up and pack-down for daily activities and events.
- Support the general housekeeping and upkeep of the building to ensure a clean, safe and pleasant environment.

Café Support

- Help prepare drinks and meals, operate the till, serve tables, and undertake washing up.
- Maintain high standards of food hygiene and customer service.

Service Delivery

- Assist in the 10–3 Club, including providing personal care to clients where required.
- Support the Happy Feet Service by delivering foot care in line with Age UK Surrey policies and procedures.

Events & Activities

- Support ad hoc activities and events taking place during working hours.
- Work collaboratively with volunteers to ensure activities run smoothly.

Reception & Administration

- Provide cover for reception, including greeting visitors and answering phone calls.
- Complete basic administrative tasks such as photocopying and printing.

Safety & Compliance

- Understand and follow health and safety requirements, including fire safety regulations and emergency procedures.
- Comply with policies relating to safeguarding, confidentiality and organisational conduct.

General Duties

- Work flexibly in response to service needs.
- Undertake any other tasks deemed appropriate by the Clockhouse Services Manager.

Person Specification

Essential Skills & Attributes

- Reliable, honest, and responsible.
- Practical approach with strong common sense.
- Ability to remain calm in emergency situations.
- Good verbal communication skills.
- Understanding of safe working practices and health and safety legislation.
- Able to interpret and follow technical and procedural information.
- Well-organised with the ability to prioritise tasks effectively.
- Comfortable working independently or supervising others.
- Flexible and adaptable, enjoying a varied role.
- Physically fit and able to spend extended periods on feet.
- Ability to follow instructions and meet agreed targets or schedules.
- Willingness to undertake First Aid training and act as a nominated First Aider.
- Ability to work independently during periods of lone working, following Age UK Surrey guidance.

Additional Requirements

Appointment subject to Right to Work checks and an Enhanced DBS check.