ROLE PROFILE

Job Title	General Assistant – Rowlands
Reports to	Catering Supervisor - Rowlands

Job Purpose

To support the Catering Supervisor in the preparation, and service of food and beverages within Rowlands – a tuck shop for the boys, ensuring high standards of food quality, hygiene, and customer service appropriate to a college environment. The role ensures that all service aligns with safeguarding requirements, college policies, and responsible hospitality standards.

Key Tasks and Responsibilities

- Provide professional and efficient food and drinks service to boys;
- Serve food and drinks in line with Rowlands standards and hygiene requirements;
- Ensure all students are served safely and appropriately, reporting any concerns in line with safeguarding procedures;
- Operate a till to take payment;
- Set up the facilities before service, ensuring stock levels, cleanliness, and equipment readiness;
- Close down the facilities and tables after service, including cleaning, waste disposal, stock checks, refrigeration checks, and securing the area;
- Work collaboratively with the Catering Supervisor to maintain a safe and well-managed environment;
- Adhere to food, hygiene and safety standards and allergen management policies;
- Attending training as and when required;
- All employees of Eton College are also expected to:
    - Develop a good understanding of safeguarding procedures, given all positions at Eton are classed as 'regulated activity';
    - Demonstrate a commitment to safeguarding and promoting the welfare of children. This includes but is not limited to completing safeguarding training as required, complying with all safeguarding procedures and ensuring any safeguarding updates issued by the College are read and understood;
    - Understand and comply with procedures and legislation relating to confidentiality;
    - Display a commitment to and promotion of equality, diversity and inclusion.

Skills and Competencies

You do not require any formal qualifications; however, we look for the following characteristics for those who work as part of our team:

- A friendly, positive and personable manner with the ability to engage a wide range of people;
- A desire to provide excellent customer service and exceed customer expectations;
- The proven ability to work well in a team;
- Personal initiative and the ability to carry out tasks under pressure;
- Ability to maintain cleanliness and hygiene to a high standard;
- Previous Restaurant/Dining/Hotel experience would be advantageous.

Last updated: December 2025

This role profile highlights the key tasks and responsibilities of the role, it is not designed to be an exhaustive list of duties. Roles naturally change and develop over time and it is expected that incumbents will perform tasks which are not included within their role profiles.

You may enjoy this role if:

- You have a flexible approach to work and a 'can do' attitude;
- You enjoy working as part of a team and you are happy to get stuck in and support your colleagues;
- You're able to work unsupervised and use your own initiative;
- You have good verbal communication skills;
- You have good time management skills, well-presented and have the ability to prioritise.

Working Pattern

- You will be working 27 hours per week across 6 days plus overtime during Summer term timings;
- You will be contracted to 40.6 weeks per year (You will be paid over 12 months).
- You will be entitled to 5.6 weeks of holiday. (You must use all your entitlement (including any lieu days) during periods of school holidays. If a bank holiday falls during a school term period, you will be required to work this day and you will receive an additional day's holiday in lieu).

Disclosure Checks

Eton College is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including, but not limited to, reference checks with past employers, an Enhanced Disclosure from the Disclosure and Barring Service (including Barred List information), an online search and, where applicable, Prohibition checks. If you are successful in your application, you will be required to complete a DBS Disclosure Application Form. Any information disclosed will be handled in accordance with any guidance and/or Code of Practice published by the DBS. The College is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions, reprimands and final warnings (including those which would normally be considered as "spent" under the Act) must be declared, subject to the DBS filtering rules. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College.

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