

Job Description and Person Specification

Job details

Job title:	Casual Site Assistant
Grade:	KBCSCP03
Reports to:	Communities and Wellbeing Manager
Responsible for:	N/A
Directorate and Service area:	Communities & Wellbeing Service Area Communities and Leisure Directorate within Public Health

Purpose of the job

The Communities and Wellbeing Team aims to improve the social and environmental well-being of people who live, work and visit North Northamptonshire. We:

- Develop North Northamptonshire Council's (NNC) community strategy with other groups and organisations
- Advocate services being provided in ways that are sustainable for the future
- Form partnerships with community groups, the voluntary sector, other organisations and businesses
- Develop communities particularly those with fewer skills and opportunities with the goal to improve health inequalities across North Northamptonshire

The purpose of this post is to support and develop a one team approach to delivering services by:

1. Assisting in the operational procedures for managing hires and activities within the pavilions, community centres and parks including Ise Valley Pavilion, Rockingham Road Pleasure Park, North Park Pavilion, Rothwell Community Centre, Melton Street Community Centre, and any other support required across North Northamptonshire
2. Following health and safety procedures within facilities and to provide a clean and safe space for members of the general public.
3. Providing an excellent customer service to regular users and hirers of our facilities.

Principal responsibilities

1. To ensure that the service is provided in accordance with current operational procedures.
2. To ensure that users are provided with the best in customer care in line with North Northamptonshire Council's Customer Service Standards.
3. To act as key holder for the buildings and facilities managed by the Communities and Wellbeing Team and open and close as necessary.
4. To ensure the security of the buildings and facilities as required.
5. To prepare the facilities for all bookings by individuals and groups as required.

6. To ensure that the facilities are kept to a high standard of cleanliness and adequate supplies are maintained within the facilities, following the relevant policies and procedures.
7. The post holder must ensure that they follow the relevant policies and procedures regarding the use and quantity of cleaning chemicals used.
8. To ensure that the protective clothing provided is worn at all times.
9. To keep the chemicals and cleaning materials store locked at all times.
10. To report to Communities and Wellbeing Manager any hazard, or potential hazard that may endanger a member of the public.
11. To ensure that fire exits are operational before the public enter the building.
12. To ensure that the fee collection service is being carried out in accordance with current operational procedures. To ensure that accurate records are maintained, and the appropriate paperwork is completed, such as cleaning regimes.
13. The post holder may from time to time be required to carry out other duties provided they are within the general level of responsibility of the post and within the abilities of the post holder.
14. To ensure all corporate training required to undertake this role is maintained and kept up to date.
15. To ensure compliance with all Council policies with reference to the Health and Safety, Equal Opportunity, and Communication policies.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	5 GCSE's or equivalent	
Experience and Knowledge	<p>Experience of working in teams and delivering services to customers.</p> <p>Experience of working with the general public providing excellent customer service.</p> <p>Experience with completing administration documents.</p> <p>Experience in local government, voluntary or commercial sectors.</p>	Experience of working in facilities management.
Ability and Skills	<p>Excellent communication skills with a range of customers.</p> <p>Good knowledge of cleaning methods and processes.</p> <p>The ability to work well individually and as part of a team.</p> <p>As this is a customer facing role, must be able to speak fluent English.</p>	Local knowledge of community issues.
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>Driven by customer excellence.</p> <p>A commitment to equal opportunities and social inclusion.</p> <p>Flexible attitude to working hours.</p> <p>Full driving licence and use of a car.</p>	