
JOB DESCRIPTION

Job title:	Trainee Guildhall Officer
Location:	Guildhall
Grade:	3
Salary:	£19,559 – 22,364
Allowances:	Nil
Directorate:	Place
Division:	Assets & Environment
Section:	Facilities Management
Team:	Guildhall Office
Responsible to:	Facilities Team Leader

JOB PURPOSE

1. Provide first class customer-orientated advice and information service to the Customers and visitors to West Northamptonshire Council, Regarding room bookings, catering requirements, equipment requests and security arrangements.
 2. To be an advocate for the delivery of service excellence across the council, and ensuring that all events at the Guildhall are under the conditions set out in the Councils conditions of hire
 3. To learn all about the Council services, how it delivers business to our customers, and to understand how delivering customer excellence in challenging circumstances is critical to support the local community.
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KEY RESULT AREAS

1. To deliver a high standard customer contact, ensuring that every interaction enhances the customer's experience using the Councils room booking system to ensure accurately recorded data.

2. Creating a welcoming environment to visitors and customers, inspiring confidence in our customers, advocating approachability and friendliness
3. To undertake specific training on duties and procedures relevant to all areas of the Council, and a Facilities Management qualification, including personal licence, risk assessments and COSHH.
4. To undertake Corporate training and development as required
5. To comply with WNC's policies and procedures

PEOPLE AND RESOURCES

The jobholder is not directly responsible for people or resources

Responsible to Facilities team leader

JOB DEMANDS

1. To assist the Facilities Management team, with all aspects of general routine workload for the purpose of recording accurate records.
2. Utilise local computer systems in order to collect data, and maintain a log of the actions taken on customer records for events and room bookings
3. The post holder will be required to have a "hands on approach" with regards to cleaning, hospitality, room set-ups, & supply of catering
4. The post holder is required to work unsociable hours, including evening and weekend working where the service requires
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6. Communicate with internal and external customers in writing via, e-mail, or telephone.
7. Embrace team-spirit, through networking and team meetings
8. Identifying innovate ways to contribute towards continuous service improvements
9. Supporting a 'customer first' culture within Facilities Management

10. To meet, maintain and exceed own performance under the Divisions Performance standards
11. To take ownership of each transaction within own scope and level of knowledge, reducing escalations and knowledge builds
12. To provide an exemplary advice and assistance service to the Councils customers using on-line applications and the web
13. To support and contribute towards the Customer Excellence Strategy through full team integration and multi-skilling
14. To ensure compliance with all Council policies with particular reference to GDPR, Data protection, Health & Safety, Equal Opportunities and Communication policies.
15. To act as fire marshal during emergency evacuations.
16. 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.

PERSON SPECIFICATION

	Essential/Desirable?		Methods of Assessment			
KNOWLEDGE	E	D	Application Form	References	Interview	Other
Experience in working in a Customer Service environment	E		✓		✓	✓
Experience of working within events management		D	✓		✓	
Experience of working within a highly motivated team	E		✓			
SKILLS	E	D	Application Form	References	Interview	Other
Ability to undertake complex calculations		D			✓	
Good verbal communication skills	E				✓	✓
Ability to focus on a task and pay attention to detail	E		✓		✓	✓
Good written communication skills in order to accurately update systems to record customer transactions/requirements and emails	E		✓		✓	✓
ATTRIBUTES	E	D	Application Form	References	Interview	Other
An understanding of Equal Opportunities issues in the workplace	E		✓		✓	
Self-motivated	E		✓		✓	

REVIEW AND SIGNATURES

This document will be reviewed from time to time to ensure that it continues to reflect our vision, values and priorities.

Prepared by:	
Job title:	Facilities Manager
Date:	December 2021

Amended	
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Name of job holder:	N/a
Job holder's signature:	N/a
Date:	N/a

