

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## **Guildhall Assistant (Casual)**

### **Assets & Environment**

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



West  
Northamptonshire  
Council

## **Purpose and impact:**

To provide casual cover for the events (weddings, parties, exhibitions, etc.) taking place at the Guildhall, outside of core hours.

## **Accountable to:**

This role is accountable to the Duty Manager (Facilities & Events Manager and Facilities & Events Officer). The role sits within the Facilities Management Team, part of the Assets & Environment Directorate in West Northamptonshire Council.

## **Responsibilities:**

1. The post holder is required to work unsociable hours, including evening and weekend working where the service requires.
2. Assist the Duty Manager with the "On the day management" of events such as weddings, receptions, parties and meetings.
3. To act as a fire warden during emergency evacuations.
4. Moving of equipment in accordance with manual handling to provide such services as the organisers may reasonably require.
5. The post holder will be required to have a "hands on approach" with regards to cleaning, hospitality, room and AV set ups and the supply of refreshments.
6. Supporting a "customer first" culture within Facilities Management.
7. To ensure compliance with all WNC policies with particular reference to Health & Safety, GDPR, Equal Opportunities and Communication policies.
8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
9. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Effective verbal and written communication skills	E	A, I
Attention to detail	E	A, I
To work to tight deadlines	E	A,I
<b>This is applicable to all roles in WNC that are required to use IT equipment:</b> Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.		A/T/I

Knowledge:	Essential / Desirable	Measured by
An understanding of Equal Opportunities issues in the work place	E	A, I,
An understanding of H&S, Manual Handling & COSHH	D	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working within a customer service environment	E	A, I
Experience of working in events management	D	A, I
Experience of working within a highly motivated team	E	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Level 4 Qualification in Hospitality/Events or Facilities Management	E	A, I, D
GCSE English & Maths – Grade 4 (Grade C) or above	E	D
IOSH	E	D
Personal Licence	E	D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

## Day-to-day in the role:

<b>Hours:</b>	0 casual	<b>Primary work base:</b>	Guildhall
<b>Job family band:</b>	N/A	<b>Worker type:</b>	Fixed
<b>Salary range:</b>		<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	No		

### Working conditions & how we work:

The role involves working early mornings, late nights and weekends on a rota basis. We have a large diary of events, the role requires a flexible approach to working hours  
This role has been identified as a fixed worker type, this means that you will work from specific work locations. You may work from more than on fixed location and you will have a dedicated workspace and team area.

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b>	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b>	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b>	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b>	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b>	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b>	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture"**

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

