

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Trainee Guildhall Officer

Facilities Management - Place, Economy & Environment
Directorate

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.



West
Northamptonshire
Council

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.

Purpose and impact:

To assist the Guildhall Officers and Facilities Manager to coordinate and organise the daily operations within the Guildhall, to support WNC colleagues and partners to do their jobs by providing a safe, clean and secure working environment. Liaise with other Facilities colleagues to ensure that the building is compliant and fit for purpose.

To help to maximise sales and to generate an income for the Council through the successful running of a commercial business, by assisting with the coordination of external events.

Accountable to:

This role is accountable to the Guildhall Facilities Manager. The role sits within Facilities Management, part of the Place, Economy & Environment Directorate in West Northamptonshire Council.

Responsibilities:

1. Communicate with internal and external customers in writing via, email or telephone.
2. To assist with the management of the Guildhalls room booking system and diary to ensure that data is accurately recorded.
3. To undertake specific training on duties and procedures relevant to all areas of the Council and Facilities Management, including personal licence, risk assessment and COSHH
4. Creating a welcoming environment to visitors and customers, inspiring confidence in our customers, advocating approachability and friendliness, supporting a "customer first" culture within Facilities Management.
5. The post holder will be required to have a "hands on approach" with regards to cleaning, hospitality and room set ups.
6. To act as a Fire Warden during emergency evacuations, full training will be given.
7. Ensure all internal recharges and customer invoices are accurately processed.
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 [the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).]

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

Skills and abilities:	Essential / Desirable	Measured by
Good verbal communication skills to be able to interact with customers, management and staff	Essential	A, I,
Good written communication in order to accurately update systems to record customer transactions and requirements	Essential	A, I
Strong organisational/planning skills	Essential	A, I
Self motivated	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Basic knowledge of microsoft packages (word, excel and outlook)	E	A, I,
Basic understanding of health and safety in the workplace	D	A, I
An understanding of Equal Opportunities in the workplace	E	A, I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in a customer service, events or hospitality environment	E	A, I
Experience of working as part of a team	E	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
GCSE – Grade 4 (Grade C) or above	E	A, 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:

Hours:	37 hours	Primary work base:	The Guildhall
Job family band:	Operations and Infrastructure	Worker type:	Fixed
Salary range:	£25,447 - £25,849	Budget responsibility:	None
People management responsibility:	No		

Working conditions & how we work:

The role will involve working early mornings, late nights and weekends on a rota basis, under the supervision of the Guildhall Officers/Facilities Manager. We have a large diary of event; the role requires a flexible approach to working hours.

Overtime is paid to the post holder when working over 37 hours. Overtime is on a rota basis and is based on the needs of business. 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 one fixed location, and you will have a dedicated workspace or team area, this means there is no scope to work from home.

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.

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

