

**WHERE
CAREERS
THRIVE**

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Head Porter

Place & Economy – 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 deliver a robust cleaning service for the Guildhall that is sympathetic to the Grade 2* Listing and historic significance of the building and its grounds, ensuring that no products nor cleaning techniques are used that could have potential to cause damage to the fabric of the building and its grounds.

To support income generating initiatives by ensuring that rooms are set up to specification and in time for the events to be held therein and to assist with facilitating the events.

Accountable to:

This role is accountable to the Facilities & Events Manager and is responsible for the direct line management of 3 Porter Cleaners. The role sits within Facilities Management, part of the Place & Economy Directorate in West Northamptonshire Council.

Responsibilities:

1. To manage the provision of a professional porter and cleaning service at the Guildhall on behalf of the Council, ensuring an exemplary cleaning regime inside and outside that befits the historical stature and grandeur of the building.
2. To manage the preparation of function rooms within the Guildhall and other corporate buildings within Northampton for events; this includes setting out furniture, laying out the red carpet, erecting the star cloth, putting on chair covers and sashes, setting up AV equipment, and provision of refreshments; working to written instruction from your line manager and the Client when necessary.
3. To meet and greet guests at functions and weddings, provide a cloakroom service and operate equipment for playing music, ensuring that the music is played to the schedule as specified by the Client.
4. To schedule and organise annual deep cleaning of high-level lighting, polishing of silver and brass, stripping and polishing of wooden floors and cleaning the tiles in the toilet blocks.
5. To organise small office moves within the Guildhall, ensuring that manual handling regulations are adhered to.
6. To undertake and document risk assessments and write procedures for all Porter Cleaner tasks.
7. To be responsible for ordering refreshments, linen, crockery, jugs, glasses and equipment, storage of the items and ensuring regular stock checks to ensure they are not depleted.
8. To be responsible for checking invoices for accuracy against what has been ordered and delivered and approving payment using the Councils financial system.
9. To manage a team of 3 Porter Cleaners, monitoring absence and annual leave, managing performance and training requirements, and conducting 1:1 and VIP meetings, ensuring that all are documented.
10. To act as a Fire Warden in line with the fire evacuation procedure within The Guildhall.

11. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
13. 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
Ability to work to tight deadlines and with minimum supervision	Essential	A, I
Ability to communicate verbally on all levels; with Councillors, Clients, colleagues, and visitors to the Council	Essential	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/T/I

Knowledge:	Essential / Desirable	Measured by
Knowledge of cleaning techniques appropriate to cleaning listed buildings, public and office spaces	Essential	A, I,
Knowledge of appropriate techniques for setting up rooms ready for events	Desirable	A, I
Knowledge of stock control techniques	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Proven experience in undertaking similar duties	Essential	A, I
Proven experience of managing teams	Essential	A, I
Manual handling experience	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
GCSE Maths and English at Level 4 or above	Essential	D
IOSH – Managing Safely or equivalent experience	Essential	A, I, D
COSHH	Essential	A, I, 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	Primary work base:	Guildhall
Job family band:	Operations & Infrastructure	Worker type:	Fixed
Salary range:	£28,716 - £30,251	Budget responsibility:	Nil
People management responsibility:	3 Porter Cleaners		

Working conditions & how we work:

The post holder will be required to work Saturdays on a rota basis, usually one in 4 although flexibility is required to cover sickness and leave absence. The Saturday duty Porter usually takes the following Monday as TOIL, although there are occasions when another day in the week is taken as TOIL due to business requirements.

The post holder will be expected to work outside clearing the grounds in all weathers if necessary.

Regular manual handling is required for the room set ups and small office moves.

This role is classed as a fixed worker, which means there is no scope to work from home.

This role has been identified as a fixed worker type; this means that you will be primarily working from one location. However, there must be flexibility to work at other Northampton based offices should the need arise. 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.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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.

