



## **Job Description and Person Specification**

### **Job details**

Job title:	Community Site Assistant
Grade:	NNC BAND 02 (25 Hours)
Reports to:	Community Facilities Team Leader
Responsible for:	The delivery of Stronger Communities Services
Directorate and Service Area:	Public Health – Communities & Leisure

### **Purpose of the job**

Reporting to the Community Facilities Team Leader, this role is to assist in the operational procedures for managing hires and activities within the pavilions, community centres and parks including Ise Valley Pavilion, North Park Pavilion, Rothwell Community Centre, Melton Street Community Centre, and any other support required across North Northamptonshire. They also ensure health and safety procedures within facilities are followed and provide a clean and safe space for members of the general public. The key aim is to provide 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 the Council's Customer Service Standards
3. To act as key holder for the buildings and facilities managed by the Stronger Communities Service and open and close as necessary.
4. To ensure the security of buildings and facilities for example by being a key holder and opening and closing buildings. Carry out spot checks on regular users 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 store locked at all times.
10. To report to Community Facilities Team Leader 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.
13. To ensure that accurate records are maintained, and the appropriate paperwork is completed, such as cleaning regimes.
14. To ensure all corporate training required to undertake this role is maintained and kept up-to-date.
15. Ensure that all Health and Safety, Safeguarding and GDPR procedures are in place and adhered to within the Business Support & Projects team and programmes.

### **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.

**Special features of the post**

The post holder must be able to:

- Promote equal opportunities within all aspects of service delivery and employee relations.
- Post holder will be expected to work to the requirements of the service, occasionally working outside normal working hours and usual places of work.
- Post holder must be prepared to undertake training as required.
- A valid driving licence and access to a car for work purposes is essential for this post.

**Person Specification**

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
Education, Qualifications and Training	5 GCSEs including Maths and English at Grade 4 or relevant equivalent. Evidence of ongoing commitment to continuous professional development.	First Aid Qualification. Fire Warden training. IOSH Managing Safely.
Experience and Knowledge	Experience of working in property & facilities industry. Experience in working with the general public. Experience with completing administration documents. Knowledge of basic cleaning methods and processes.	
Ability and Skills	Ability to plan and organise own workload. Drive for results and adaptability. Good understanding of importance of customer service and how to deliver it. Interpersonal sensitivity and willingness to participate as a full member of a team. Take pride and show initiative in running public buildings (including cleaning and basic maintenance). Communicating and influencing including face to face with customers. Ability to work as part of a team. Ability to lift and move equipment as appropriate in the centres and pavilions. Must be computer literate.	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Demonstrate an understanding of the safe working practices that apply to this role. Willingness to work evenings / weekends / split shifts and be on call. A valid driving licence and access to a car for work purposes is essential for this post. The ability to use own initiative and to be proactive to identify areas for opportunity work while working within an agreed framework.	