

Northumberland County Council

JOB DESCRIPTION

Post Title: Assistant Attendant		Director/Service/Sector: Property Services		Office Use
Band: 2		Workplace: Site based		JE ref: 2972
Responsible to: Business Support Manager		Date: January 2015	Lead & Man Induction:	HRMS ref:
Job Purpose: To provide assistance to Attendant Services at County Hall and Other NCC Sites				
Resources	Staff	None		
	Finance	None		
	Physical	Shared responsibility for the careful use of equipment. Stock control and ordering. Site security.		
	Clients	Providing a caretaking service to internal and external clients		
Duties and key result areas: Carried out in accordance with the specification for Attendant Services and normally under the general direction of the Business Support Manager and senior colleagues, these include, but are not restricted to:- 1. Ensure self and colleagues comply with Health and Safety legislation and other Council policies and procedures 2. Ensure that all visitors to County Hall are treated to the highest standards of Customer Care 3. Assist with car-parking on full Council dates and for other special events held at County Hall 4. Assist with shared responsibility for the security of the building ensuring required access is available or restricted, as appropriate; ensure that users have access at the appropriate times and that an appropriate response is made in the event of a property related incident 5. Assist with the cleanliness of the building ensuring cleaning standards are maintained and undertake cleaning related tasks as required 6. Use, as appropriate, powered equipment as provided, ensuring that relevant Health & Safety regulations are adhered to at all times 7. Support Operation and maintenance of heating and associated tasks 8. Monitor and report the general condition of the property, assist with minor repairs DIY task and routine maintenance. 9. Ensure that all ventilation, access and exit points operate effectively and that fire fighting appliances are readily accessible and properly maintained 10. Ensure that confidential waste bins system is managed. 11. Ensure that external areas of the property are kept free from litter and debris, bins are emptied regularly and main access routes and agreed areas are kept clear of leaves, snow and ice as necessary. 12. Undertake a range of general portorage tasks to ensure the efficient movement of goods, equipment, furniture and other items around the building ensuring the receipt and safe storage of goods 13. Attend training events as and when required 14. May be required to provide cover at other sites and any other duties appropriate to the nature, level of the post and grade 15. Other duties appropriate to the nature, level and grade of the post				
Work Arrangements				
Physical requirements		An active role involving walking, stretching and occasional lifting of rubbish containers, vacuum cleaners, polishers and other tools and equipment.		
Transport requirements:		None		
Working patterns:		Determined by designated area, usage and contract of employment; work within the team on a rota/shift basis for weekend working		
Working Conditions		Some outdoor work, including gritting external perimeter in Winter. Some exposure to cleaning agents but under controlled circumstances.		

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PERSON SPECIFICATION

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Essential		Desirable			Assess by
Qualifications and Knowledge					
Knowledge of a broad range of practical tasks associated with an attendant/customer care environment together with the operation of associated tools and equipment. Knowledge of Health & Safety legislation relating to a caretaking environment. General level of education.					
Experience					
Previous relevant experience in a similar or related role.		Relevant experience in an Attendant/Customer Care environment.			
Skills and competencies					
Literacy skills sufficient to read text and write straightforward sentences. Numeracy skills sufficient to undertake straightforward arithmetic functions. Strength, dexterity and co-ordination to use a range of cleaning tools and equipment. Ability to plan and organise staff and resources, including effective use of own time. Resourceful and works with initiative and without constant supervision. Listens, consults others and communicates clearly. Customer care skills. Appropriately follows instructions to achieve set objectives. Reliable, keeps good time and trustworthy. Committed to the provision of quality services to achieve customer satisfaction. Adapts to change by adopting a flexible and cooperative attitude. Supportive and adapts to team working. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and anti-oppressive practice in all aspects of work. A willingness to undertake job related training.					
Physical, mental, emotional and environmental demands					
Work from a standing position, need to walk, bend, lift and carry moderate weights. Short periods of concentration dispersed throughout day, week and month. Few emotional demands. Mainly indoors but with some external work and some exposure to unpleasant conditions such as toilet areas.					
Other					

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits