Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title:** Attendant | | | **Director/Service/Sector:** Facilities Management | | **Office Use** |
| **Band:** 3 | | | **Workplace:** Site based | | JE ref:  HRMS ref: |
| **Responsible to:** Business Support Manager | | | **Date:** | **Lead & Man Induction:** |
| **Job Purpose:** To provide Attendant Services at a number of buildings | | | | | |
| **Resources** | Staff | None | | | |
| Finance | | None | | | |
| Physical | | Shared responsibility for the careful use of equipment. Stock control and ordering. Site security. | | | |
| Clients | | Providing an attendant 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 are treated to the highest standards of Customer Care 3. 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 4. Monitor the cleanliness of the building ensuring cleaning standards are maintained and undertake cleaning related tasks as required 5. Use, as appropriate, powered equipment as provided, ensuring that relevant Health & Safety regulations are adhered to at all times 6. Operation and maintenance of heating and associated tasks 7. Monitor usage of utilities (gas, electric etc.) 8. Monitor and report the general condition of the property, undertake minor repairs and ensure routine maintenance /DIY tasks are carried out in a timely manner 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 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   1. Undertake a range of general porterage tasks to ensure the efficient movement of goods, equipment, furniture and other items around the building ensuring the receipt and safe storage of goods 2. Ensure that all janitorial and DIY equipment is fit for purpose and properly maintained. Ensuring that adequate janitorial stock levels of appropriate supplies are maintained and distribute supplies as necessary ensuring corporate procedures are observed 3. Attend training events as and when required 4. May be required to provide cover at other sites and any other duties appropriate to the nature, level of the post and grade 5. Other duties appropriate to the nature, level and grade of the post | | | | | |
| **Work Arrangements** | | | | | |
| Physical requirements  Transport requirements:  Working patterns:  Working Conditions | | An active role involving walking, stretching and occasional lifting of rubbish containers, parcels, vacuum cleaners, polishers and other tools and equipment.  Ability to drive and respond to out of hours property related incidents  Determined by designated area, usage and contract of employment; work within the team on a rota/shift basis for weekend working  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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| **Post Title:** Attendant | **Director/Service/Sector:** Facilities Management | Ref: | |
| **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. | NVQ in General Maintenance and Housekeeping or equivalent.  British Institute Of Cleaning Science Certificate of Proficiency (L1) or equivalent. | |  |
| **Experience** | | | |
| Previous relevant experience in a similar or related role. | Relevant experience in an Attendant/Customer Care environment.  Supervision of cleaning staff. | |  |
| **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. | Experience of providing basic training, induction etc. | |  |
| **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** | | | |
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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