



# Job Description & Person Specification

|   |                                 |                |          |
|---|---------------------------------|----------------|----------|
| Job Title:  | Premises Assistant              | Job Reference: | 50361352 |
| Service:  | Estates, & Economic Development |                |          |
| Location:   | Crosfield Hall, Romsey          | Grade:         | 3        |
| Reports to:   | Premises Manager                |                |          |
| Date:   | 17/12/2018                      |                |          |
| <b>Our Values: We expect all of our employees to live by and demonstrate the Council's five key values of:</b>  |                                 |                |          |
| <b>Accountability, Ambition, Empowerment, Integrity, Inclusiveness.</b>   |                                 |                |          |
| <b>Main job purpose</b>   |                                 |                |          |
| <p>Working on behalf of the Estates &amp; Economic Development Department, you will be responsible opening and closing the Council Offices.</p> <p>You will ensure that the conference facilities, meeting rooms and public halls are set up as required to facilitate meetings including providing refreshments and meet and greet.</p> <p>Minor general maintenance, inspections and cleaning duties will also be required.</p> <p>Evening and weekend working also required. Shifts will be rostered Monday to Sunday.</p>   |                                 |                |          |
| <b>Main responsibilities and duties</b>   |                                 |                |          |
| <p>a) • Customer Service</p> <p>To meet and greet all users of the Hall with care and professionalism, catering for their needs and requirements diligently.</p> <p>Ensure the Hall is set up appropriately for the needs of the Hirers and prepare beverages if required.</p> <p>To ensure that Councillors, Members of the Public and Council Colleagues are at all times treated respectfully ensuring that Hirers are always presented with the best possible view of the Council.</p> <p>b) Property Services</p> <p>To ensure the full compliance of Health, Safety, Welfare, Fire, Licensing and Hygiene</p> |                                 |                |          |

Regulations.

Responsible for reporting any maintenance and facility issues to the Building Maintenance Manager and undertaking any 'House keeping jobs'.

To set up the room being hired accurately and in a timely manner from information provided, and subsequently to clear away and leave the rooms tidy.

To set up as necessary any audio/visual equipment required by the Hirer and to ensure it is in full working order at all times.

To undertake routine checks of the facility to which you will be responsible for.

To enable access to the Hall for necessary deliveries, servicing and works undertaken by Council Contractors.

To carry out regular fire alarm testing and fire safety equipment checks.

c) Post Details

The Post will be based at Crosfield Hall; on an occasional basis the role requires you to cover a similar position at the Council's Former Magistrates Court or any other Council venue across the borough.

**Supervision and management**

Reporting directly to the Premises Manager

**Resources**

N/A

**Contacts and relationships**

N/A

**Working environment**

| <b>CRITERIA</b><br>Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references. | <b>ESSENTIAL</b><br><b>DESIRABLE</b> |
|--|--------------------------------------|
| <b>Educational and professional qualifications</b>   |                                      |

|   |                            |
|---|----------------------------|
| Good use of English both written and verbal is expected along with good numeracy skills.  | E                          |
| <b>Knowledge</b>  |                            |
| Knowledge of working within a customer services environment   | E                          |
| <b>Experience</b>   |                            |
| Experience in building maintenance<br>Experience in hospitality industry<br>Experience in facilities management   | D<br>D<br>D                |
| <b>Key skills</b>   |                            |
| IT literate<br>Ability to do small repair jobs<br>Strong customer service skills<br>To think and work as a team member<br>Work alone and use own initiative<br>Able to converse with Council Officers, Councillors and the Public.  | E<br>E<br>E<br>E<br>E<br>E |
| <b>Personal qualities and behaviours</b>  |                            |
| The ability to remain polite and welcoming whilst working under pressure.<br>Positive attitude. Always eager to go the extra mile to facilitate clients needs.  | E<br>E                     |
| <b>Other Factors</b>  |                            |
| This role requires a uniform to be worn<br>Evening and weekend working also required<br>Must be able to travel to Andover Sites<br>Car owner  |                            |
| <b>Corporate Responsibilities</b>   |                            |
| All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include:<br><br><b>Health and Safety</b> - Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.<br><br>All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as |                            |

required.

**Safeguarding** - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.

**Equalities** – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.

**Social Media** - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.

**Financial** – Employees are required to adhere to the Council's financial regulations and to undertake tasks/training in that context, as required.

**Risk Management** - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.

**Data Protection and Data Security** - We hold and process information about our customers and as such we are legally obliged to protect that information. Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.