

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Casual Centre Assistant |
| HBC Grade: | **HBC 2** |
| Service: | **Environment and Regeneration Directorate** |
| Division: | **Leisure Services** |

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| **Main Purpose of the Role** |
| Acting as key holder, you will ensure that the premises is opened and secured at appropriate times. Direct and supervise customers and deal with enquiries and complaints, reporting to the Centre co-ordinator where necessary.  Set up rooms with appropriate equipment according to users needs and maintain a clean and safe environment.  Have a flexible approach to carrying out duties, which fall within the grade and be available to cover shifts, which include morning’s afternoons, evenings and weekends. |

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| **Key Duties** | |
| **1** | Lock/unlock the building, making sure that the building is secured and alarmed, to act as a key holder responding to alarm call outs from alarm monitoring providers and emergency services if required. |
| **2** | Clean designated areas both internally and externally and maintain the building to a high level of cleanliness |
| **3** | Set up and dismantle equipment as and when required. |
| **4** | Assist customers and hirers with their enquiries. |
| **5** | Assist in the provision of catering services when required. |
| **6** | General administration and some cash handling**.** |
| **7** | Carry out routine health and safety checks, monitoring and reporting any defects. |
| **8** | Work as part of a team and carry out other duties including those of the same grade, providing such duties are within your competence |
| **9** | Attend training, staff meetings and Council briefings as directed by the Centre coordinator |
| **10** | You must agree to undertake training that is identified during Employee Development Reviews. |
| **11** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Education / Qualifications** | **Essential** | **Desirable** | **How Identified** |
| Minimum of 3 GCSE’s including Maths & English or equivalent, or ability to demonstrate relevant experience | First Aid  Manual Handling  Health and safety  Food Hygiene | All essential qualification certificates must be presented at interview. |

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|  | **Experience** | **Knowledge** | **Skills & Abilities** | **How Identified** (delete as appropriate for each criteria) |
| **ESSENTIAL** | Experience of working in a customer service environment | Basic knowledge of Health & Safety | Ability to work on own initiative with limited supervision | Application / Interview /Assessment |
| Basic administrative tasks |  | Be an effective team member | Application / Interview /Assessment |
|  |  | Good communication skills to be able to organise centre users and respond effectively to enquiries | Application / Interview /Assessment |
|  |  | Good interpersonal skills to be able to respond to difficult situations in a calm and professional manner | Application / Interview /Assessment |
|  |  |  | Application / Interview /Assessment |
|  |  |  | Application / Interview /Assessment |
| **DESIRABLE** | Key holder responsibility |  | Basic IT Skills | Application / Interview /Assessment |
| Cash Handling |  |  | Application / Interview /Assessment |
| Catering experience |  |  | Application / Interview /Assessment |
| COSHH |  |  | Application / Interview /Assessment |
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| **Other Requirements** | **Essential** | **Desirable** | **How Identified** |
|  | Car driver | Interview / Assessment / Documentation |
|  |  | Interview / Assessment / Documentation |
|  |  | Interview / Assessment / Documentation |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

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For office use only:

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| **Date Created:** |  |
| **JE Ref:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.