**SEFTON COUNCIL**

**JOB DESCRIPTION**

**Directorate** Regeneration, Economy & Assets

**Department:** Property  **Location:** Waterloo Town Hall

**Division:**  Property & Facilities Management **Post No:**

**Section:** Facilities Management

**Post:** Attendant

**Grade:** D

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**Responsible to:** Attendant Supervisor or Facilities Manager

**Responsible for:**

**JOB PURPOSE**

Assist in the provision of reception duties, general security, cleaning, attendance and portage services in any building.

**MAIN DUTIES**

1. To be the focal point of the building and presenting the frontline first impression of the Council. Signposting of the public, visitors and councillors to the appropriate Officer or Meeting.

2. Security, e.g. patrolling of buildings and grounds in all weathers, checking of premises and monitoring of visitors and occupants. Support Officers if their visitor becomes problematic.

3. Portage and preparation of conference facilities and meeting rooms to meet specific client requirements e.g. erection and dismantling of equipment and moving of furniture.

4. Emergency cleaning of buildings and surrounds in case of accidents and incidents.

5. Basic maintenance of heating plant and boilers.

6. Act as first point of contact with the emergency services and use basic security equipment where necessary.

7. Where a building is a Licensed Premises ensure that any licence in force is complied with

8. Render all possible assistance to members of the public, and report any incidents to Attendant Supervisor immediately or in any event, not later than the morning of the next working day after the disturbance took place.

9. Writing reports as required, but particularly when incidents have taken place where they were the key member of staff dealing with it. Depending on the incident this may be shared widely. Fill in daily handover logs to maintain a professional and seamless service.

10. Processing of cheques and cash payments for various Council departments.

11. Participate in effective employee relations and undertake appropriate Departmental Training Courses to improve effectiveness in tasks set

**QUALIFICATIONS AND EXPERIENCE**

**Essential**:

1. Excellent interpersonal skills.

2. Able to communicate with people of all levels and abilities.

**Desirable:**

1. Previous experience in attendant duties.

2. Possession of a driving licence.

3. Possession of a First Aid Certificate.

**SPECIAL CONDITIONS (if applicable)**

1. Working to a shift system
2. A degree of flexibility in working hours relating to Attendant duties.
3. Wear complete uniform, as issued, whilst on duty.
4. The postholder may also be required to work as an attendant at any site throughout the Borough.

In those circumstances, the job description for that post will apply at no lesser grade than any post with contracted hours.

**GENERAL:**

The postholder will be expected to comply, observe and promote the equal opportunities of the Council.

All staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

The postholder will often be exposed to confidential and sensitive information that they have a duty to respect and handle in an appropriate manner. Ensure compliance with General Data Protection Regulations (GDPR).

This job description is a representative document. Other reasonable similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

**Prepared by: Name Stephanie Hopkin**

 **Designation Facilities Manager**

 **Date May 2024**