

# Operations Assistant Applicant Recruitment Pack

Sefton is a really great place to live and work



# Welcome

Hi,

We would like to thank you for your interest in the Operations Assistant role within Sefton Council's Atkinson Team.

This is an exciting time to join us as we seek to strengthen our Operations team to continue to deliver a high-quality offer for our customers and communities.

The role is an important part of our delivery team, contributing to the operational support that is critical to the day-to-day management of the Atkinson's building and facilities, including delivery of all programmes and services.

We're looking for someone who shares our commitment to providing great customer service, collaboration with other delivery teams and strives for improvement. If you're someone who enjoys helping others, takes pride in delivering high-quality support, and brings energy, adaptability, and a genuine passion for making a difference, we'd be delighted to hear from you.

The Job Description and Person Specification for this role are included within the job pack. If you have any questions about the vacancy, please refer to the job pack for the appropriate contact details.

Best of luck!

David Eddy  
Localities Team Manager



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## About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.



## Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

## Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also

achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at [www.sefton.gov.uk](http://www.sefton.gov.uk)

## An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.



For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

## Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression,

strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

### What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.

You will benefit from a comprehensive local government employment package which includes the following:



- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

### **Annual Leave and Work-Life Balance**

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.

### **Learning, Development and Career Progression**

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

### **Health, Wellbeing and Support**

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

### **Family-Friendly and Inclusive Policies**

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.



## Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

### Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).

### About the Role

The Operations Assistant role is part of a highly effective team delivering the day-to-day operational management of The Atkinson's building and facilities and supporting delivery of all programmes and services.

Operations Assistant currently report directly to the Localities Team Manager and will work closely with colleagues across The Atkinson, Sefton Council departments and customers.

The role also involves incorporating service improvement across the following areas:-

- a. Building management systems
- b. Programmes' technical support for performing arts, visual arts and heritage
- c. Building repair and maintenance
- d. Reducing environmental impact through recycling and reduction in utility consumption



## Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

### 1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

### 2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

### 3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.

### 4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

### 5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

### 6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.



- Provide examples that demonstrate these effectively.

### 7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

### 8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

### 9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.

## Application and Selection Information

The closing date for this vacancy is **Friday 3<sup>rd</sup> April 2026 11.59pm** (or earlier in the event of high volume of applications being received).

Provisional interview dates will be in **week commencing Monday 20<sup>th</sup> April 2026**.

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

**Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.**



## Appendix A – Job Description and Person Specification

<u>Job description</u>	Operations Assistant
<u>Grade:</u>	D
<u>Hours:</u>	36 hours per week
<u>Location:</u>	The Atkinson, Southport
<u>Post No:</u>	POSN006118
<u>Job Evaluation Number:</u>	A3331
<u>Responsible To:</u>	Locality Team Manager
<u>Responsible For:</u>	N/A

### JOB PURPOSE

2. To be part of a highly effective team delivering the day-to-day management of The Atkinson's building and facilities, and supporting delivery of all programmes and services
3. To support organisational change in The Atkinson's operations to drive best value from our resources
4. To support effective delivery and service improvement across the following areas:-
  - a. Building management systems
  - b. Programmes' technical support for performing arts, visual arts and heritage
  - c. Building repair and maintenance
  - d. Reducing environmental impact through recycling and reduction in utility consumption

### MAIN DUTIES

1. To participate in training and development necessary to deliver an ambitious programme of operational change underpinning an integrated offer and service
2. To help raise the profile of The Atkinson's work with organisational change and shared services; and with reducing our environmental impact



3. To support the achievement of income generation opportunities, including visits by schools and other groups, venue hire and corporate events
4. To achieve a high-quality, efficient, courteous and helpful service for all users
5. To achieve smarter working across the operations team, developing skills and roles as appropriate to the changing demands of the service and carrying out duties to the highest professional standards within available budgets
6. To help develop working relationships across the organisation to maximise opportunities for integrated programming, learning, income generation and audience development
7. Maintain professional awareness and personal development for self and others, as appropriate
8. To improve the technical and logistical support necessary for the efficient and effective delivery of The Atkinson's ambitious programmes and activities, including liaising with contract staff or hirers
9. To improve technical set-ups for exhibition changeovers and museum redisplay/movement of the collections
10. To improve technical set-ups and support for events in The Atkinson's public spaces and galleries – for instance setting up pa systems, audio/visual systems or projectors
11. To improve the effective use and maintenance of equipment, fire safety and engineering systems; assist with training and familiarisation required; and carry out statutory safety checks as required
12. To maintain Fire and Emergency Procedures and Operational Plans and undergo training as dictated by the venue's Entertainment Licence
13. To maintain general maintenance, delivery or cleaning duties to meet the highest standards front and back of house at The Atkinson
14. To support and deputise for the Atkinson's management team as necessary
15. To be a registered key holder and support arrangements for security of the building
16. To be responsible for refuse collections and recycling
17. To develop The Atkinson's 'Green' strategy including policies on recycling, reduction in energy and water consumption, green transport and collaborative procurement



18. Engage within the development of the service and Continuing Professional Development through PDR, team training, service meetings and council events.
19. Any other duty commensurate with the grade and nature of the post.

### SPECIAL CONDITIONS

The Atkinson will be open to the public on some evenings and at weekends. Therefore, its staff will be required to work at these times when it is necessary to meet the needs of the service.

A Flexible Working Agreement is in place, which allows for different hours to be worked each week as dictated by the programme. A time off in lieu (T.O.I.L.) system is in operation.

The work will involve some heavy lifting and may occasionally require work to be undertaken above floor level for which appropriate equipment will be supplied.

The post holder is required to wear certain branded items of clothing, which are supplied by the Authority, along with specified items supplied by them.

### GENERAL:

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

All staff have a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

The post holder must ensure that confidentiality of all information is maintained and that working practices comply with the provision of the Data Protection Act 1998 and General Data Protection Regulations (May 2018).

The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

Where the post holder is disabled, every reasonable effort will be made to support all necessary aids, adaptations, or equipment to allow them to carry out all the duties of the job.

**PERSON SPECIFICATION**

**Person specification:** Operations Assistant

**Department:** Communities, Arts, The Atkinson

Personal Attributes Required	Essential (E) or Desirable (D)	Method of Assessment
<p><b><u>Qualifications</u></b></p> <ol style="list-style-type: none"> <li>1. A good standard of general education</li> <li>2. Computer qualification e.g. ECDL, CLAIT</li> </ol>	<p>E</p> <p>D</p>	<p>AF I</p> <p>AF C</p>
<p><b><u>Experience</u></b></p> <ol style="list-style-type: none"> <li>1. Working in a public building with some responsibility for general maintenance, the management of contract services or other general duties</li> <li>2. Practical experience of routine technical repairs and maintenance</li> <li>3. Previous experience in either a technical or practical field, such as woodworking, engineering or electrical work</li> <li>4. Balancing conflicting demands and working to deadlines with limited resource</li> <li>5. Managing change for self and others</li> </ol>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>AF I</p> <p>AF I</p> <p>AF I</p> <p>AF I</p> <p>AF I</p>
<p><b><u>Knowledge / Skills / Abilities</u></b></p> <ol style="list-style-type: none"> <li>1. Knowledge, skills and confidence in a technical or practical field</li> </ol>	<p>E</p>	<p>AF I</p>



<p>2. An enthusiasm and willingness to share and develop new practical or technical skills and knowledge</p>	<p>E</p>	<p><b>AF I</b></p>
<p>3. An enthusiastic and outgoing personality with good inter-personal and communication skills who is comfortable engaging with members of the public.</p>	<p>E</p>	<p><b>AF I</b></p>
<p>4. An effective team worker, using your own initiative and working to tight deadlines</p>	<p>E</p>	<p><b>AF I</b></p>

**Assessment Methods**

**AF:** Application Form

**I:** Interview

**C:** Certificates

**Prepared by:** David Eddy

**Date:** September 2025

