

## Role profile

<b>Job Title:</b>	Centre Assistant	<b>Grade:</b>	4
<b>Department:</b>	Arts, Heritage and Libraries	<b>Post no.:</b>	
<b>Directorate:</b>	Economy and Sustainability	<b>Location:</b>	Borough Wide Community Centres / Library Sites

<b>Role reports to:</b>	Community Hub Manager
<b>Direct reports:</b>	None
<b>Indirect reports:</b>	None

## Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

### Purpose of role

- This is a front-line position and is primarily Customer Service orientated. The role is to undertake all duties relating to the everyday running of the Hanwell Community Centre and the Dominion Centre. The post holder will be required to open and/or close the facility as necessary and to work at any site. The role also includes providing administrative support to the Centre management team as and when required.

### Key accountabilities

#### KEY ACCOUNTABILITIES:

- To be responsible for the opening and/or closing of the site ensuring that it is ready for use.
- To ensure that all users and visitors to the Centre receive a high standard of service provision and customer care.

- To promote good relationships between all users of the Centre including promoting a welcoming and courteous environment for all staff and users of the centre.
- To be responsible for the security, safety and cleanliness of the site – including (if applicable) the car parking area and take appropriate action. To maintain the

premises in a clean, safe and secure condition for staff and users including the undertaking of general housekeeping duties

- As directed to assist in the development and co-ordination of the Centre to ensure it is efficiently organised, flexible and responsive to the demands of the community, offers value for money and puts the customer first.
- As directed to assist with the organisation, development and promotion of the facility activity programme including other similar events as may be required
- To assist in assessing the needs and demands of the community and to contribute to facility development planning including services relating to arts, music and cultural activities.
- To keep a record of incidents that affects the safety and security of the site and report accordingly to the appropriate person(s).
- To assist in implementing the Conditions of Hire for the use of the Centre and other policies and procedures that may apply.
- To act as a first point of contact for visitors and users of the Centre.
- When on reception duty to take bookings, answer enquiries – via a variety of media - take and receipt monies, assisting when necessary with the weekly paying in of monies in line with the Council's income and banking procedure.
- Deal with enquiries and complaints from customers regarding facilities and services available.
- Assist centre management in maintaining necessary stocks and supplies.

- The setting out and clearing away of tables, chairs and equipment as required for the letting including any additional cleaning resulting from a letting and as directed by the manager in accordance with Health and Safety guidelines.
- To carry out portering duties including the transfer to storage or distribution of goods delivered and movement of furniture between rooms.
- In accordance with day to day duties and normal operating procedures and codes of practice associated with the facility, to undertake such training as deemed necessary.
- As directed to be responsible for the implementation, monitoring and administration of all health and safety procedures including COSHH, electrical testing, water flushing, fire alarm testing and the routine checking of equipment. This will include carrying out daily site checks at the start of each shift and reporting any identified problems.
- To be able to carry out first aid when necessary, having gained or retained an appropriate first aid certificate.
- To assist where necessary in the overall operation of the facility including the preparation of correspondence and distribution of letters and associated documents.
- The ability to work evenings and weekends.
- The ability to work flexible hours as needed which may be at another Council site.
- To assist in monitoring the work of the contract cleaners and report accordingly.
- Carry out all duties with due regard for the Councils Equal Opportunities and Diversity and Health and Safety policies.
- Carry out other duties commensurate with the level of responsibilities and the needs of the service as required.

### **Key performance indicators**

- Successful completion of the Probationary Period.

- Successful achievement of agreed personal objectives as part of the Councils Appraisal process.

### **Key relationships (internal and external)**

- Visitors and Centre users
- Managers
- Contractors and suppliers
- Operational services

### **Authority level**

- Delegated responsibility for the Centre building and liaising with users in the absence of the Duty Manager
- Interacting with users and visitors to the centre on matters of health safety and other operational matters
- Liaising with contractors and suppliers

## **Person specification**

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

### **Essential knowledge, skills and abilities**

- 1) Demonstrates excellent customer service delivery by seeking to understand the needs of customers and building rapport.
- 2) Ability to deal with difficult situations while delivering quality customer care.
- 3) An understanding of the benefits of working in partnership with other services/organisations including external bodies eg community/voluntary groups and other public services.
- 4) Ability to communicate effectively using clear, plain English - face to face, over the telephone and in writing.
- 5) Ability to effectively use a variety of ICT to retrieve information, make bookings and update the centres diary management systems.
- 6) Ability to operate commercial cleaning equipment both inside and outside the building.
- 7) Ability to undertake general repairs and maintenance.
- 8) Ability to carry out all training as may be required and necessary to the role.
- 9) Ability to understand the importance of, and implement Health and Safety procedures in respect of public buildings. To complete Health and Safety checks and record as required.
- 10) Ability to work as part of a team or as an individual. To carry out projects as assigned and complete an agreed work programme.
- 11) To be well organised and to be able to prioritise own workload.

- 12) Physical ability to carry out Centre routines e.g. setting up for events, and cleaning activities.

*Knowledge of one or more additional languages that reflects the community we serve is desirable but not essential.*

**Essential qualification(s) and experience**

1. Ability to fulfil all spoken aspects of the role with confidence through the medium of English.
2. Experience of Cleaning or Caretaking within a commercial environment.
3. A good understanding of quality and customer service issues.
4. A good understanding of Health and Safety regulations.
5. Ability to communicate effectively with residents, colleagues and third parties.
6. Ability to work independently or as part of a team.
7. Ability to carry out Health and Safety inspections of buildings and take appropriate action.

## Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place.</li> <li>• Can see and appreciate things from a resident point of view.</li> <li>• Understands what people want and need.</li> <li>• Encourages change to tackle underlying causes or issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they'll do on time.</li> <li>• Is open and honest.</li> <li>• Treats all people fairly.</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships.</li> <li>• Offers to share knowledge and ideas.</li> <li>• Challenges constructively and respectfully listens to feedback.</li> <li>• Overcomes barriers to develop our outcomes for residents.</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost.</li> <li>• Brings in ideas from outside to improve performance.</li> <li>• Takes calculated risks to improve outcomes.</li> <li>• Learns from mistakes and failures.</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making.</li> <li>• Makes things happen.</li> <li>• Acts on feedback to improve performance.</li> <li>• Works to high standards.</li> </ul>