



# South Tyneside Council

## BUSINESS AND RESOURCES

### JOB DESCRIPTION

**POST TITLE:** Dryside Attendant

**GRADE:** South Tyneside Living Wage

**RESPONSIBLE TO:** Centre Supervisor

#### Overall Objectives of the Post:

To provide an effective service for customers, ensuring facilities are safe, clean and prepared.

#### Key Tasks of the Post:

**1. *You will assist in the efficient operation of the Centre. You will:***

- Undertake the erection/dismantling of equipment and litter picking duties.
- Report any occurrence to the Duty Supervisor.
- Be knowledgeable in procedures for accident reporting and fire, bomb and emergency evacuation.
- Undertake general supervision patrols around the building to ensure safety and security of customers.

**2. *You will be responsible for providing an excellent customer service. You will:***

- Respond to customer enquiries in a polite and helpful manner.
- Respond to customer complaints.
- Be aware of all admission policies and procedures.

**3. *You will be responsible for undertaking facility checks. You will:***

- Undertake building checks and report/record defects or damages.
- Undertake all cleaning duties required in accordance with cleaning schedule.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: GH/KDS

Date: 16/08/2018