

NORTHUMBERLAND COUNTY COUNCIL
JOB DESCRIPTION

Post Title:	Attendant	Director/Service/Sector: Property Services - Facilities Management		Office Use
Band:	4	Workplace: Site based		JE ref: 3497
Responsible to: Facilities Management Supervisor		Date:	Lead & Man Induction:	HRMS ref:
Job Purpose: To provide Attendant services at NCC buildings				
Resources	Staff	Small number of Cleaners and/or Assistant Attendants		
	Finance	None		
	Physical	Shared responsibility for the careful use of equipment. Stock control and ordering. Site security.		
	Clients	Providing an Attendant service to internal and external clients		
Duties and key result areas: Carried out in accordance with the specification for Attendant Services and normally under the general direction of the FM Supervisor and senior colleagues, these include, but are not restricted to:- <ol style="list-style-type: none">1. Ensure self and colleagues comply with Health and Safety legislation and other Council policies and procedures2. Supervise the work of a team of staff, delegate work appropriately, provide clear guidance and motivate staff to achieve service objectives and quality standards.3. Travel to and provide an interim Caretaking service to schools and other NCC establishments, party to the Facilities Management Caretaking & Cleaning Service Level Agreement, ensuring that the terms and standards of the SLA are maintained.4. Provide or ensure the provision of induction to the workplace and coaching staff in work related tasks at multiple sites.5. Provide support to the FM Supervisors with site audits, recruitment, staff induction and training.6. Ensure that all building visitors are treated to the highest standards of Customer Care7. Supervise restricted car-parking.8. Shared responsibility for the security of the building ensuring required access is available or restricted, as appropriate; ensure that users have access at the appropriate times and that an appropriate response is made in the event of a property related incident9. View CCTV coverage and tapes as and when required, in line with GDPR legislation10. Monitor the cleanliness of the buildings ensuring cleaning standards are maintained and undertake cleaning related tasks as required11. Use, as appropriate, powered equipment as provided, ensuring that relevant Health & Safety regulations are adhered to at all times12. Operation and maintenance of heating systems, alarm system and associated tasks.13. Monitor usage of utilities (gas, electric etc.) and carry out statutory building checks.14. Monitor and report the general condition of the property, undertake repairs and ensure routine maintenance /DIY tasks are carried out in a timely manner15. Inform and direct contractors to carry out allocated repairs.16. Ensure that all ventilation, access and exit points operate effectively and that fire fighting appliances are readily accessible and properly maintained17. Ensure that external areas of the property are kept free from litter and debris, bins are emptied regularly and main access routes and agreed areas are kept clear of leaves, snow and ice as necessary18. Undertake a range of general portorage tasks to ensure the efficient movement of goods, equipment, furniture and other items around the buildings ensuring the receipt and safe storage of goods.				

19. Ensure that all janitorial equipment is fit for purpose and properly maintained and ensuring that adequate stock levels of appropriate supplies are maintained and distribute supplies as necessary ensuring corporate procedures are observed
20. Attend training events as and when required
21. May be required to provide cover at other sites and any other duties appropriate to the nature, level of the post and grade
22. Other duties appropriate to the nature, level and grade of the post

Work Arrangements

Physical requirements:	Ability to drive. An active role involving walking, stretching lifting of goods, parcels, tools and equipment.
Transport requirements:	Hold a full driving licence. Drive to and from a range of sites, sometimes at short notice.
Working patterns:	Ability to respond to an out of hours property related incident. Flexible working, the ability to work occasional evenings or weekends.
Working conditions:	Determined by designated area, usage and contract of employment; work within a team. Some outdoor work, including gritting external perimeter in Winter. Some exposure to cleaning agents but under controlled circumstances. Some exposure to disagreeable customers.

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PERSON SPECIFICATION

Post Title: Attendant		Director/Service/Sector: Property Services		Ref: 3497	
Essential		Desirable			Assess by
Qualifications and Knowledge					
<ul style="list-style-type: none">• Full current UK driving licence• Good general level of education.• Considerable knowledge of a broad range of practical tasks associated with an Attendant in maintaining a building environment together with the operation of associated tools and equipment.• Knowledge of Health & Safety legislation relating to a caretaking environment.		<ul style="list-style-type: none">• NVQ in General Maintenance and Housekeeping or equivalent.• British Institute Of Cleaning Science Certificate of Proficiency (L1) or equivalent.• Hold a current first aid certificate.			
Experience					
<ul style="list-style-type: none">• Previous relevant experience in a similar or related role.		<ul style="list-style-type: none">• Relevant experience in an Attendant/Customer Care/Building management environment.			
Skills and competencies					
<ul style="list-style-type: none">• Literacy skills sufficient to read text and write straightforward sentences.• Numeracy skills sufficient to undertake straightforward arithmetic functions.• IT skills sufficient to carry out basic tasks, e.g. emails and basic spreadsheets.• Strength, dexterity and coordination to use a range of cleaning tools and equipment.• Ability to plan and organise staff and resources, including effective use of own time.• Resourceful and works with initiative and without constant supervision.• Listens, consults others and communicates clearly.• Customer care skills.• Appropriately follows instructions to achieve set objectives.• Reliable, keeps good time and trustworthy.• Committed to the provision of quality services to achieve customer satisfaction.• Adapts to change by adopting a flexible and cooperative attitude.• Supportive and adapts to team working.• Demonstrates integrity and upholds values and principles.• Promotes equal opportunities and anti-oppressive practice in all aspects of work.• A willingness to undertake job related training.					
Physical, mental, emotional and environmental demands					

<ul style="list-style-type: none"> • Work from a standing position, need to walk, bend, lift and carry moderate weights. • Short periods of concentration dispersed throughout day, week and month. • Few emotional demands. • Mainly indoors but with some external work and some exposure to unpleasant conditions such as toilet areas. 		
Other		
<ul style="list-style-type: none"> • Ability to meet the transportation requirements of the post. 		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits