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| **Job Description** |
| **Post title** | Durham Dales Assistant |
| **JE Reference No** | N6298 |
| **Grade** | 3 |
| **Service** | Regeneration and Local Services |
| **Service Area** | Business Durham |
| **Reporting to** | Dales Centre Supervisor |
| **Location** | Your normal place of work will be Durham Dales Centre, Stanhope, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is not** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

Responsible for customer service across the Durham Dales Centre and assisting in the day-to-day operation of the site and grounds. This would involve everything from dealing with tenants, visitors and customers; selling goods, handling payment and making sure goods are attractively displayed in the retail facility; and supporting the preparation and planning of events and activities for the Centre.

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| **Duties and responsibilities** |

 **General**

## Provide external and internal customer service and customer care.

* Support tenants, visitors, all internal DCC services and sub contractors and working partners who attend site.
* Maintain shop floor stock levels.
* Create attractive shop floor displays.
* Work to meet sales goals and working to profit margins.

Process cash and card transactions using EPOS System (electronic till and stock system) and PDQ – (credit card terminal)

* Assist with stock sourcing, product selection and stock buying.
* Conduct stock taking and stock control.
* Facilitate all aspects of room and event bookings, will include taking bookings and moving tables and chairs.
* Office Administration - Provide a variety of business support, office services and office administration to the centre tenants and visitors.
* Competently use a variety of ICT systems.
* Reception work and general enquiry handling.
* Site Keyholder - Opening and closing of site as per centre requirements.
* Support supervisor in maintaining building security.
* Assist with the conducting of Health and safety testing.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 2 in Business Admin or equivalent
 | * Customer service
* Qualification in retail.
* Visual merchandising.
* Prepared to learn a diverse variety of new skills**.**
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| Experience | * Business Admin and Support Services
* Retail, administration, practical and technical
* Keyholding and security
* Social Media
* Manual handling
 | * Advanced ICT skills
* Social media marketing skills.
* Creative, ability to come up with ideas.
* Committed to the needs of the customer.
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| Skills & Knowledge | * Promotional and customer service skills
* Communication, interpersonal and presentational skills
* Negotiation skills
* Organisational skills
* Administrative skills
* The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post
 |  * Knowledge of environmentally friendly products & fair-trade products.
* Knowledge of locally produced products.
* Aware of competitors both retail and

business based. |
| Personal Qualities | * Self Motivated, confident and friendly manner
* An ambition to achieve performance improvements.
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