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| **Job Description** |
| **Post title** | Culture Assistant |
| **JE Reference No** | N8849  |
| **Grade** | Grade 4 |
| **Service** | Regeneration, Economy and Growth  |
| **Service Area** | Culture, Sport & Tourism – Culture & Sport Service Management |
| **Reporting to** | Culture Operations Officer and Duty Officer |
| **Location** | An agreed location, however, 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** |

To assist in providing a high quality service to customers, that is safe, efficient and enjoyed by users in the relevant venue/facility that the post holder is based.

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| **Duties and responsibilities** |

* To achieve and maintain high standards of customer care.
* To provide a first line of communication for enquiries, complaints, messages, etc, recording and directing information to the appropriate location, section or person.
* To assist in meeting and exceeding the service standards set out by the organisation.
* To undertake general administrative tasks as they relate to the duties of the post.
* To take bookings, enquiries and payments in line with systems and standards.
* To ensure that all customers are provided with a safe, secure, clean and enjoyable environment.
* To assist in the assembly and dismantling of equipment for activities and events.
* To assist in the secure opening and closure of the facility as appropriate.
* To actively promote and inform customers of the services available.
* To assist in ensuring that all emergency procedures including fire evacuation are carried out in accordance with the venue’s agreed policies and safety plans.

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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 | * Minimum of 4 GCSE (minimum A-C) or equivalent including English Language or Literature, or GNVQ Intermediate level or NVQ Level 2 in a related subject.
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| Experience | * Evidence of working with the public.
* Experience of using ICT applications.
* Dealing with customer enquiries.
 | * Experience of filing and maintenance of records.
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| Skills & Knowledge | * Good interpersonal and communication skills.
* Ability to assist and support customers.
* Ability to work alone and as part of a team.
* Ability to relate to personnel at all levels of the organisation.
 | * Clerical skills.
* Understanding of ICT applications.
* Ability to work unsupervised.
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| Personal Qualities | * Customer focused approach.
* Positive, enthusiastic and flexible approach.
* Enjoy working with people.
* The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
* Flexible approach to hours of work including evening and weekend working.
* Interest in/or experience of cultural /civic activities.
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