

Northumberland County Council
JOB DESCRIPTION

Post Title: Assistant Attendant		Director/Service/Sector: Property Services – Facilities Management		Office Use		
Band: 2		Workplace: Site based		JE ref: 2972 HRMS ref:		
Responsible to: Facilities Management Supervisor		Date: October 2020		Lead & Man Induction:		
Job Purpose: To provide assistance to Attendant Services at NCC buildings						
Resources		Staff				None
		Finance				None
		Physical				Shared responsibility for the careful use of equipment. Stock control and ordering. Site security.
		Clients				Providing a caretaking service to internal and external clients
<p>Duties and key result areas: Carried out in accordance with the specification for Attendant Services and normally under the general direction of the Facilities Management Supervisor and senior colleagues, these include, but are not restricted to:-</p> <ol style="list-style-type: none"> 1. Ensure self and colleagues comply with Health and Safety legislation and other Council policies and procedures 2. Ensure that all visitors are treated to the highest standards of customer care 3. Assist with 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 incident 4. Assist with the cleanliness of the building ensuring cleaning standards are maintained and undertake cleaning related tasks as required 5. Use, as appropriate, powered equipment as provided, ensuring that relevant Health & Safety regulations are adhered to at all times 6. Support operation and maintenance of heating systems and associated tasks 7. Monitor and report the general condition of the property, assist with minor repairs DIY task and routine maintenance. 8. Ensure that confidential waste bins system is managed. 9. 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 necessary. 10. 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 11. Attend training events as and when required 12. May be required to provide cover at other sites and any other duties appropriate to the nature, level of the post and grade 13. 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 and occasional lifting of goods, parcels, tools and equipment.				
Transport requirements:		Hold a driving licence. Drive to and from a range of sites, sometimes at short notice.				
Working patterns:		Flexible working, the ability to work occasional evenings or weekends.				
Working Conditions		Some outdoor work, including gritting external perimeter in winter. Some exposure to cleaning agents but under controlled circumstances.				

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PERSON SPECIFICATION

Post Title: Assistant Attendant	Director/Service/Sector: Property Services - Facilities Management	Ref: 2972
Essential	Desirable	Assess by
Qualifications and Knowledge		
<ul style="list-style-type: none"> • Full current UK driving licence • Good general level of education • Knowledge of a broad range of practical tasks associated with an attendant / customer care 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 or Proficiency (Level 1) or equivalent 	
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 Building / Customer Care 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. • Strength, dexterity and co-ordination to use a range of cleaning tools and equipment. • Ability to plan and organise 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. 		

<ul style="list-style-type: none"> Mainly indoors but with some external work and some exposure to unpleasant conditions such as toilet areas. 		
Other		

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