

## Job Description

**Post Title:** Customers and Culture Assistant AA3691

**Evaluation:** 410 Points **Grade: N4**

**Responsible to:** Customers and Culture Facility Supervisor

**Responsible for:** N/A

**Job Purpose:** To assist in the operation and provision of services provided through the Customers, Culture and Skills Division across the City.

**Main Duties:** The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- 1 To act as the first point of contact for members of public answering enquiries across the range of services, and through all communication channels.
- 2 To accurately assess, process and reconcile income and payments in line with the Council's financial regulations as appropriate.
- 3 To create, access and maintain electronic and manual records and databases, ensuring the correct information is processed and held.
- 4 To support members of the community in their use of the public ICT facilities.
- 5 To assist in the delivery of project work and activities and contribute to the promotion of services including working with internal and external organisations.
- 6 To coach and mentor staff as allocated
- 7 To ensure the buildings maintain a professional and welcoming image and that information is displayed in the correct and accessible way.
- 8 To maintain an awareness of all relevant performance targets, and demonstrate a commitment to achieving continuous improvement.
- 9 To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.
- 10 To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.