

**Job Description**

**Post Title:** Service Support Assistant AA600

**Evaluation:** 407 points

**Grade:** N4

**Responsible to:** Facilities and Client Relationship Manager

**Responsible for:** N/A

**Job Purpose:** To support the delivery of services for Community Hubs and Libraries with security, cleaning, portage and driving.

**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 provide security, maintenance and cleaning of equipment, the division's buildings and grounds to required standards and schedules.
2. To assist customers and staff by giving directions and through giving and receiving messages.
3. To provide general help and support to contractors and other agencies working in the Service Unit and client groups sharing the division's buildings as required, e.g. clearing space in the building by moving furniture and equipment.
4. To drive, clean and routinely maintain a range of service vehicles for example, delivery vans and the mobile library and to operate the lift on the mobile library for customers with disabilities. To complete and maintain vehicle logs as appropriate.
5. To handle and log deliveries and provide general portage.
6. To be vigilant in carrying out tasks to ensure the security of the division's buildings and to protect the health, safety and welfare as far as reasonably predictable of council employees and customers.
7. To assist in maintaining the security of buildings by patrolling and carrying out appropriate checks to deter theft, vandalism, unsocial and other undesirable behaviour or criminal activity.
8. In accordance with laid down procedures to undertake duties in relation to alarm setting, CCTV monitoring, using a personal radio and maintaining prescribed contact with control, operation of security controls including access control, reception duties and the logging in of visitors, contractors and other employees.

9. To assist in appropriate project work e.g. the clearance of the division's buildings for repair and maintenance purposes.
10. To undertake collection of mail duties including for example the transfer of cheques and rail tickets.
11. To provide relief duties at other service points as required.
12. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.