

Premises Assistant

Average of 84 hours per month
£8.64 per hour - £9.92 per hour

Test Valley Borough Council is looking for an individual who can be the face of the Council, work with professionalism and expertise but above all a friendly personality with a proven track record within customer services.

As a Premises Assistant at Beech Hurst and Guildhall, you will be in a role that requires individual passion for customer services, you will need to use your initiative, have a true flair for meeting people, and above all attention to detail. The successful applicant will be working as part of a team on a variety of bookings including Council meetings, private functions, lectures and parties that have been booked for daytime use, evenings and weekends. We will also require you to open Beech Hurst in the mornings Monday to Friday for staff access. All duties will be carried out on a shift rotation basis.

Your duties will include:

- Preparing Conference Rooms, Committee Rooms & Council Chambers for meetings including preparing and serving refreshments.
- IT Skills are advantageous as you will be required to set up technical equipment such as projectors and microphones. However, training will be given.
- Physical work will be required to move and rearrange tables and chairs.
- Some light cleaning tasks.
- Liaising with cleaners, caterers and building contractors.
- Must be a car owner for cover at other buildings in Andover and Romsey.
- Lone working required at times.

You will need to be able to communicate in a firm but diplomatic manner. Good customer service skills and the ability to work occasional unsocial hours are also essential. You must be able to work to a high standard and on your own initiative. No experience is necessary, full training will be given.

For an initial informal discussion about the job, please call Lisa Karayiannis, Premises Manager, on 01264 368713.

For more information or an application form please visit our [website](#). Alternatively you can contact our Human Resources Team on, 01264 368106 or email jobs@testvalley.gov.uk

Please quote reference: 50361345

Closing date: 15th June 2018

COMMITTED TO EQUALITY OF OPPORTUNITY IN EMPLOYMENT AND SERVICES



Job Description & Person Specification

Job Title:	Premises Assistant	Job Reference:	50361345
Service:	Estates, & Economic Development		
Location:	Beech Hurst, Andover	Grade:	3
Reports to:	Premises Manager		
Date:	24/04/18		

Our Values: We expect all of our employees to live by and demonstrate the Council's five key values of:

Accountability, Ambition, Empowerment, Integrity, Inclusiveness.

Main job purpose

Working on behalf of the Estates & Economic Development Department, you will be responsible opening and closing the Council Offices.

You will ensure that the conference facilities, meeting rooms and public halls are set up as required to facilitate meetings including providing refreshments and meet and greet.

Minor general maintenance, inspections and cleaning duties will also be required.

Evenings and weekend cover preferred. Flexibility with the shift can be provided for the right candidate.

Main responsibilities and duties

1. Customer Service

To meet and greet all users of the Hall with care and professionalism, catering for their needs and requirements diligently.

Ensure the Hall is set up appropriately for the needs of the Hirers and prepare beverages if required.

To ensure that Councillors, Members of the Public and Council Colleagues are at all times treated respectfully ensuring that Hirers are always presented with the best possible view of the Council.

2. Property Services

To ensure the full compliance of Health, Safety, Welfare, Fire, Licensing and Hygiene Regulations.

Responsible for reporting any maintenance and facility issues to the Building Maintenance Manager and undertaking any 'House keeping jobs'.

To set up the room being hired accurately and in a timely manner from information provided, and subsequently to clear away and leave the rooms tidy.

To set up as necessary any equipment required by the Hirer and to ensure it is in full working order at all times.

To undertake routine checks of the facility to which you will be responsible for.

To enable access to the Hall for necessary deliveries, servicing and works undertaken by Council Contractors.

3. Post Details

The Post will be based at Beech Hurst, Andover; on an occasional basis the role requires you to cover a similar position at the Council's Guild Hall or any other Council venue across the borough. Evenings and weekend cover preferred. Flexibility with the shift can be provided for the right candidate.

NB: The particular duties and responsibilities attached to posts are of necessity in many cases somewhat difficult to define in detail, and may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

Supervision and management

Reporting directly to the Premises Manager

Resources

N/A

Contacts and relationships

Able to converse with Council Officers, Councillors and the Public.

Working environment

You will be responsible opening and closing the Council Offices. Minor general maintenance, inspections and cleaning duties will also be required.

CRITERIA	ESSENTIAL DESIRABLE
Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references.	
Educational and professional qualifications	
Good use of English both written and verbal is expected along with good numeracy skills.	E
Knowledge	
Knowledge of working within a customer services environment	E
Experience	
Experience in building maintenance	D
Experience in hospitality industry	D
Experience in facilities management	D

Key skills	
IT literate Ability to do small repair jobs Strong customer service skills To think and work as a team member Work alone and use own initiative	E E E E E
Personal qualities and behaviours	
The ability to remain polite and welcoming whilst working under pressure. Positive attitude. Always eager to go the extra mile to facilitate clients needs.	E E
Other Factors	
This role requires a uniform to be worn Evening and weekend working required Must be able to travel to various sites in Andover	
Corporate Responsibilities	
<p>All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include:</p> <p>Health and Safety - Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.</p> <p>All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.</p> <p>Safeguarding - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.</p> <p>Equalities – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.</p> <p>Social Media - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.</p> <p>Financial – Employees are required to adhere to the Council's financial regulations and to undertake tasks/training in that context, as required.</p> <p>Risk Management - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.</p> <p>Data Protection and Data Security - We hold and process information about our customers and as such we are legally obliged to protect that information. Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.</p>	