

Job description



Job title Sessional Community Neighbourhoods Assistant	Service area Community Neighbourhoods	
Directorate Strategic Commissioning and Community	Post number	Evaluation number 2281
Grade Scale 4	Date last updated October 2013	

Overall purpose of job

- To support the council's vision and resilience agenda by assisting in the delivery of an effective service that meets the needs of the community.
- To assist with the smooth running of the day to day operations of a Community Neighbourhoods's community facilities.

Job context

1. The post holder reports to a Community Neighbourhoods Operations Co-ordinator.
2. The post holder has no direct line management responsibility, but will occasionally be required to supervise volunteers.
3. The post holder has no budget responsibility, although will be expected to handle cash.
4. The post holder will be required to work flexibly as required, including some evenings, weekends and the occasional public holidays, in order to meet service requirements and to ensure appropriate representation of the Council with residents, the Mayor, elected members and external bodies.
5. The post holder will be required to wear a uniform whenever on duty.

Key tasks and accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. Assist in the smooth running of the day to day operations of a Community Neighbourhoods' facilities, including:
 - Provide support; particularly in using self serve kiosks and online services
 - Take and process venue bookings
 - Respond to queries
 - Floor walking
 - General housekeeping; ie ensuring stock is tidy, filling up and tidying up of shelving, updating of leaflets and posters, etc
2. Assist in the smooth running of events and activities at a Community Neighbourhoods' community facilities; ie set up the facility, assist visitors, organise refreshments, clear up the facility, risk assessments, etc.
3. Support the promotion and development of opportunities for increasing activity in community facilities, ensuring the activities meet the needs of the community
4. Assist members of the public utilising a Community neighbourhood's facilities.
5. Operate basic audio and visual equipment.
6. Attend relevant meetings, as and when required.
7. Manage small cash transactions, produce and process invoices and check deliveries.
8. Develop and maintain records and produce reporting information.
9. Carry out a range of administrative duties, including issues, renewals, reservations, filing, scanning and photocopying.
10. Assist with activities forming part of the Community Neighbourhoods community plan, including attendance at events and street visits.
11. Be responsible for the timely opening and closing of facilities.
12. Be responsible for reporting and monitoring maintenance issues.
13. Be responsible on a day-to-day basis for compliance with health and safety regulations and carry out weekly and daily checks in accordance with agreed procedures.
14. Lead the safe evacuation of facilities in the event of fire or other emergency and, if necessary, summon assistance from security, police or fire service.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our equality and diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to

Personal specification



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Important information for applicants

The criteria listed in this person specification are all essential to the job. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

Criteria	Method of assessment
Knowledge Understanding of health and safety relating to events, activities and public facilities Understanding of local government and its political framework Knowledge of community engagement Knowledge of and commitment to diversity and equality	Application form/interview/test Application form/interview/test Application form/interview/test Application form/interview/test
Experience Experience of a customer facing environment Experience of supporting community activities Experience of working with cash transactions	Application form/interview/test Application form/interview/test Application form/interview/test

Criteria	Method of assessment
Experience of using own initiative to problem solve	Application form/interview/test
Skills and abilities Good ability to communicate effectively with a range of people Good numeracy and literacy skills and the ability to understand data Good ICT skills including Microsoft Office packages; specifically Outlook, Word, Excel Accurate data entry skills	Application form/interview/test Application form/interview/test Application form/interview/test Application form/interview/test
Personal style and behaviour Ability to work flexibly and effectively as part of a team Willingness to continued professional development	Application form/interview/test Application form/interview/test
Other special requirements Willingness and ability to work evenings and weekends to maintain service delivery	Application form/interview