

Job Description



Job Title: Debden House - Centre Assistant	Service Area: Education Access & Infrastructure	
Directorate: CYPS	Post Number: Fusion 23288	Evaluation Number: 6375
Grade: Scale 3	Date last updated: April 2022	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

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 understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

To support the Head of Centre & current Debden House team in providing a high standard of service to all users of Debden House Centre & Campsite.

The post holder will be responsible for working with the current team to ensure the smooth running of both the house & the seasonal campsite. There will be administrative tasks, dealing with customers in the house & campsite, day to day running of the house operations, as well as organising of larger or seasonal events.

Job Summary

Debden House is a grade 2 listed building, offering a conferencing, residential facility and seasonal campsite in 50 acres of land, all situated in Loughton in Epping Forest.

- 1). The post holder will have administrative duties as they will work in the campsite office as well as the main centre office.
- 2). The post holder will support the team with day to day operational running of the house & campsite.
- 3). The post holder will have responsibility for planning and managing seasonal & special events at the centre.
- 4). The post holder will have no line management responsibility
- 5). Evening, weekend & public holiday working is essential to this role.

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). To support the Centre in delivery of the service, this consists of a Grade 2 listed conference facility and a seasonal campsite (May to September).
- 2). To be an active member of the team at all times.

House duties:

- 3). Administration duties in the house to include: answering phone & email enquiries from customers.
- 4). Use already existing IT systems ie excel spreadsheets, word, booking forms etc to carry out the administration tasks needed in ensuring smooth running of the house.
- 5). To work with the team to promote bookings in the house.
- 6). General office duties.
- 7). Liasing directly with customers on conference days/nights, ensuring their needs are met, whether they are daytime or residential customers.
- 8). To assist the current team, where necessary with preparing the house for guests ie cleaning or kitchen duties if necessary.

Special Events:

- 9). Liasing with customers directly, to co-ordinate their special events ie weddings, parties, henna parties, tea parties etc.
- 10). Co-ordinating & setting up for special seasonal events such as Santa's Grotto, Halloween etc.
- 11). Promoting the special events via social media or other forms of advertising.

Campsite Duties

- 11). Dealing with customers via phone, email or when checking in.
- 12). Operating the online booking system.
- 13). Taking of payments if & when needed.
- 14). Assisting customers in shop.

- 15). Assisting customers in the coffee hut.
- 16). Cashing up at the end of the day, keeping accurate records.
- 17). Liaising with the security, cleaning & campsite team for the smooth running of the campsite.

- 18). To work with the Head of Centre to develop ways of generating income required for sustainability of the business.
- 19). Evening, weekend & public holiday working is essential to this role.
- 20). To undertake such duties commensurate with the grade and responsibilities of the post.

Personal Specification

Job Title: Debden House - Centre Assistant	Service Area: Education Access & Infrastructure	
Directorate: CYPS	Post Number: Fusion 23288	Evaluation Number: 6375
Grade: Proposed Scale 3	Date last updated: April 2022	

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 you meet them, you will not be shortlisted. Please give specific examples wherever possible.

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 understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: A clear understanding of the needs of a fast paced customer facing environment.	Application and Interview
Knowledge/experience of working in a leisure or event industry.	Application and Interview
Basic knowledge of camping / outdoor / conferencing / leisure activities.	Application and Interview

<p>EDUCATION/QUALIFICATIONS</p> <p>Good Numeracy & Literacy skills are essential to this role.</p> <p>Current Valid Driving Licence desirable.</p>	<p>Application and Interview</p> <p>Application and Interview</p>
<p>SKILLS AND ABILITIES:</p> <p>EXPERIENCE:</p> <p>Excellent customer service experience is essential to this role.</p> <p>Experience of working in a customer led environment.</p> <p>Ability to communicate effectively with colleagues and customers.</p> <p>Ability self- motivate.</p> <p>Good literacy and numeracy skills.</p> <p>Sound ICT skills.</p> <p>Good level of organisational skills are essential.</p>	<p>Application and Interview</p> <p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>

<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Ability to work with minimal direct supervision.</p> <p>Ability to multi task and not be phased by a busy work environment.</p> <p>Ability to communicate with all levels within an organisation.</p> <p>Team player with the ability to contribute towards service objectives.</p> <p>Exemplary interpersonal skills, which are appropriate to working with the public.</p> <p>Exemplary networking skills are essential.</p> <p>Ability to use tact when dealing with potentially difficult customers.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Essential to work evenings, weekends & public holidays to maintain service delivery.</p> <p>It would be preferable for the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test.</p> <p>This post is subject to an enhanced DBS check.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Satisfactory clearance at conditional offer stage</p>

--	--