

Job Description



Job Title: Community Centre Assistant	Service Area: Resident Engagement and Participation	
Directorate: People, Policy and Performance	Post Number: Fusion	Evaluation Number: 5948
Grade: Scale 4	Date last updated: July 21	

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 deliver a high quality and customer focused Community Centre service to residents of Newham including a wide-ranging programme of events and activities. Support the wider work of the Neighbourhood team and the Resident Engagement and Participation service

Job Summary

The post holder reports to the Neighbourhood Coordinator

The post holder has no direct line management responsibilities but will assist in monitoring Volunteers (including Young Volunteers), Work Experience and Work Placements

The post holder has no budgetary responsibilities but will handle cash and online payments and carry out daily / weekly cashing up and banking procedures

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. Offer a warm welcome to all visitors and users of the building, ensuring the highest standards of customer care at all times, providing appropriate information and signposting.
2. Deliver excellent customer satisfaction, responding in an effective and timely manner to day to day operational enquiries and requests, escalating where necessary, to ensure customer expectations are met.
3. Assist customers in using the Community Centre, providing information about borrowing entitlements, library resources and facilities.
4. Use databases and room booking systems to manage the use of the centre and keep track of community groups and organisations
5. Support customers in the use of self-service booking and payment systems including the creation of payment links.
6. Undertake everyday clerical tasks.
7. Participate in the planning, organising, and carrying out of events and activities.
8. Assist with planning, organising and carrying out promotional activities such as new service initiatives.
9. Set up and break down rooms as required by bookings
10. Produce weekly timetables of activities and rota sessional staff to cover out of hours bookings
11. Participate in keeping statistical counts and various filing duties.
12. Assist senior colleagues in the induction, training and support of new members of staff, work experience students and volunteers.
13. Assist in monitoring the safety, security and cleanliness of the building throughout opening hours.
14. Daily / Weekly cashing up and banking routines
15. Responsibility for locking or unlocking of Community Centre premises.
16. Assist with the promotion and processing of room/building hire bookings and with the servicing of meetings and visits, checking and coordinating calendars, paperwork, facilities and associated arrangements to support the smooth running of the building and events.
17. Support the promotion of the service with partner and external organisations.
18. 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.
19. Act in a way that actively demonstrates Newham Council's commitment to Equality and Diversity for staff, customers and partners.
20. Undertake all activities in compliance with Health & Safety at Work legislation, Newham Council's Health and Safety Policy and other agreed safe methods of work.
21. Assist senior colleagues and other members of the team as required

Other Duties

1. Support the wider work of the Neighbourhood team, as required for specific projects

2. Support the wider work of the Council where it is neighbourhood specific, as required for specific projects
3. Be able to cover Senior Library Assistant duties in Libraries as required

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.

EQUALITY AND DIVERSITY

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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:	
Knowledge of Health, Safety & Wellbeing at work legislation	Application and Interview
A broad awareness of good practice and service developments in public libraries	Application and Interview
Safeguarding of vulnerable adults and Children and Young People	Application and Interview
GDPR regulations	Application and Interview

<p>SKILLS AND ABILITIES:</p> <p>Excellent customer service skills</p> <p>Able to listen, question, interpret correctly and answer enquiries at the appropriate level</p> <p>Excellent IT skills using a wide range of applications including digital and online tools</p> <p>Able to work well as part of a team</p> <p>Able to work in an organised, tidy and efficient manner with excellent attention to detail</p> <p>Able to carry out tasks as directed</p> <p>Able to adapt to change and support and adapt to the on-going development of the service</p> <p>EXPERIENCE:</p> <p>Experience of working with the public in a demanding front line customer service environment</p> <p>Experience of delivering excellent standards of customer service</p> <p>Interest in working with a wide range of community organisations and groups including children and young people</p> <p>Excellent literacy and numeracy skills</p> <p>Excellent knowledge of ICT</p> <p>Experience of health, safety and wellbeing compliance / risk assessment and working safely</p> <p>Experience of duty management including locking and unlocking premises and ensuring they are safe</p> <p>Experience of cash management including daily cashing up routines</p> <p>Experience of online booking and payment systems, troubleshooting and resolving queries</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>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>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p>	

<p>Approachable friendly manner</p> <p>Confidence to proactively engage with and help people as appropriate</p> <p>Interest in and enjoyment in working with community groups and organisations</p> <p>Able to demonstrate the capability to remain calm under pressure</p> <p>Able to demonstrate initiative in dealing with customer enquiries</p> <p>Able to demonstrate enthusiasm and motivation to deliver the service</p> <p>Able to use own initiative in dealing with issues as appropriate</p>	<p>Application Form/Interview</p> <p>Application Form/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>OTHER SPECIAL REQUIREMENTS:</p> <p>Flexibility in working hours, including weekends and evenings</p> <p>Willingness and ability to travel throughout Newham and work from other service points as required including Libraries, Town Halls and other buildings run by Resident Engagement and Participation</p> <p>DBS (enhanced)</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Satisfactory clearance at conditional offer stage</p>