

JOB DESCRIPTION



Ribble Valley
Borough Council

www.ribblevalley.gov.uk

JOB TITLE:	Civic Suite Attendant
REFERENCE NO:	CE204
SALARY SCALE:	Scale 1B (scp 3-4) £24,027 to £24,404 per annum pro rata £12.45 to £12.65 per hour.
HOURS OF WORK:	15 hours per week (on an annualised basis)
POST NO:	ME02
SERVICE AREA:	Legal and Democratic Services
RESPONSIBLE TO:	Democratic Services and Civic Officer
RESPONSIBLE FOR:	-
JOB PURPOSE:	To be in attendance at meetings/functions in the Civic Suite, including duties as key holder and to be responsible for cleaning duties in the Civic Suite.

KEY RESULT AREAS:

- To open the Civic Suite for meetings/functions and ensure the premises are locked and alarmed after such events have concluded. Many events/functions are held in the evening and there will be some lone working involved in the role.
- To meet and greet: Councillors, the Mayor and members of the public when attending meetings.
- To look after housekeeping arrangements for Committees.
- To prepare/collect refreshments for meetings/functions as required and clean up afterwards.
- To set up audio visual equipment for meetings and functions as required.
- To order drink supplies as necessary.
- To assist at external Mayoral functions as required e.g. Mayoral fundraising events.
- To carry out ad hoc clerical tasks whilst on duty or at additional times as required.

- To carry out cleaning duties within the Civic Suite.
- To be responsible for ensuring the data quality of all information related to the duties of the post.
- To adhere to the Council's policies including equal opportunities and health and safety.
- To undertake other duties of a similar responsibility as may be allocated to the post from time to time.

Signed Date

Name (Print)

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE	TO BE IDENTIFIED BY
Qualifications		
Must have good standard of literacy and numeracy.		Application Form/ Interview
Experience		
Experience of dealing with customers face-to-face.		Application Form/ Interview
Skills/Knowledge		
Understanding of key principles of customer care.		Application Form/ Interview
Excellent communication skills.		Application Form/ Interview
To have a calm and methodical manner.		Application Form/ Interview
Ability to respect confidentiality at all times.		Application Form/ Interview
Willingness to learn, adapt to new situations, be flexible and motivated.		Application Form/ Interview
	Basic knowledge of IT skills.	Application Form/ Interview
	Knowledge of Ribble Valley.	Application Form/ Interview

Additional		
Excellent inter-personal skills.		Application Form/ Interview
ESSENTIAL	DESIRABLE	TO BE IDENTIFIED BY
Additional		
Ability to work alone responsibly and reliably.		Application Form/ Interview
Friendly but professional approach.		Application Form/ Interview
Helpful, tactful and diplomatic approach.		Application Form/ Interview
Customer orientated.		Application Form/ Interview
Ability to welcome people and put them at ease		Application Form/ Interview
Capable of working accurately when under pressure.		Application Form/ Interview
Ability to organise own workload and meet demands.		Application Form/ Interview
Flexible and self-motivated approach.		Application Form/ Interview
	Able to deal with difficult customers.	Application Form/ Interview