

## **BRAUNSTONE TOWN COUNCIL**

### **JOB DESCRIPTION**

**JOB TITLE:** Senior Customer Service and Centres Officer

**GRADE:** NJC Scale 19 – 22

**RESPONSIBLE TO:** Resources & Facilities Manager

**RESPONSIBLE FOR:** Day to day supervision and training of Customer Service & Reception Assistant and Duty Officers – Community Centres.

**PURPOSE OF JOB:**

1. To be responsible for the day to day operation of the services to customers, hires and users of the Council's Community Facilities and Receptions, including the supervision of staff.
2. To ensure that customer/resident enquiries and all issues arising in the Community Centres are either resolved or logged.

**KEY RELATIONSHIPS:** Customers, hirers, service users, partner organisations, community groups, Resources & Facilities Manager, Senior Cleaner & Premises Operative, Communications & Events Officer and Centres staff.

**MAIN DUTIES:**

1. To ensure that the Council's Community Facilities and Receptions are adequately staffed at all times to meet demand and provide services to customers and hirers; including:
  - a) preparing Shift Rotas and planning work schedules;
  - b) supervising Staff;
  - c) allocating administrative and miscellaneous tasks and ensuring satisfactory completion.
2. To manage Facilities Lettings, ensuring that the needs of room hirers and users are met and a high standard of customer service is provided by:
  - a) ensuring a diary of all room bookings and the associated requirements is kept and updated,
  - b) greeting visitors, recording a group/hirer's presence, directing visitors to appropriate rooms and ensuring that their needs are met, and
  - c) showing potential hirers around the Council's premises and advising them on hiring and room layout options.
3. To ensure that the Council's Receptions deliver the highest standards of Customer Service in a professional, efficient and sensitive manner by:
  - a) assisting and advising customers and providing information on Council services and decisions,
  - b) positively promoting the Council's Corporate Complaints procedure and assisting customers as appropriate in accordance with procedures,
  - c) directing members of the public to other organisations, and
  - d) maintaining contact with other Councils and public service organisations to promote and establish a responsive and effective service to the community.
4. To be responsible for the day to day management, maintenance, security and wellbeing of the Council's premises, including maintenance programmes, supervising contractors and others regarding work in the buildings.

5. To be responsible for the sales, promotion and marketing of the Council's Community Facilities for both community use and for commercial use including, conferences, business meetings and wedding/party bookings.
6. To ensure the safety and security of users and occupants by:
  - a) evacuating the building/premises in the event of fire or other emergency,
  - b) complying and ensuring compliance with the law and regulations, Health & Safety, Town Council Policies and terms and conditions of hire, and
  - c) providing access to first aid, calling for emergency help and facilitating access to the emergency services when required.
7. To receive cash and process debit/credit/on-line payments for services in line with the relevant Council's Standing Orders and Financial Regulations, including:
  - a) receiving and recording payments made into the Council's Cash Office, in accordance with laid down procedures and proper security measures,
  - b) responsibility for ensuring that all bookings and cash receipts are entered onto the computerised system, and
  - c) ensuring the safe deposit of all monies remaining in the Cash Office at the end of each working day.
8. To assist the Resources & Facilities Manager with the effective operation of the service and the day to day supervision and training of Customer Service & Reception Assistant and Duty Officers – Community Centres, including undertaking staff appraisals, return to work discussions and assisting with recruitment and selection.
9. To take an active part in service improvements under the direction of the Resources & Facilities Manager, in conjunction with other members of the Team, including the compilation and maintenance of written office/customer service procedures / frequently asked questions, indices of literature and resources held.
10. To have involvement in various methods of consultation with customers in order to ascertain customer satisfaction levels, needs and preferences. To retrieve and compile regular performance reports as necessary.
11. To be a Keyholder for the Council's buildings/premises, including responsibility for responding to emergency call outs and responding to any other reasonable requests of the Council's Management to provide access.
12. To undertake work at the Council's Community Facilities and service locations across Braunstone Town.
13. To ensure the obtaining of and compliance with all or any conditions relating to any licence (such as Public Entertainment Licence) which may be necessary to cover any activity at the Council's Community Centres.
14. To attend occasional staff meetings/training sessions as necessary, which may be out of normal working hours and/or at other establishments as required.
15. To provide cover for colleagues in the Service/Team and undertake any other reasonable duties that may be required by your Line Manager.

#### **SALARY/TERMS OF EMPLOYMENT :**

Employed within a salary scale which covers NJC Spinal Column Point Range 19 – 22  
30 Hours per week

Normal office hours are from 9am to 5pm but a level of flexibility is required due to the requirements of the job i.e. Community Centre Management (the Community Centres are open weekdays, evenings and weekends), attendance at meetings and some events and functions which are not within the normal patterns of work will be required.

All other terms and conditions in accordance with the National Joint Council for Local Government Services National Agreement on Pay and Conditions of Service (The Green Book). The employment will be subject to a probationary period of six months' satisfactory service. Payment of salary by bankers transfer - monthly in arrears.

Braunstone Town Council is an Equal Opportunities Employer

| <b>SENIOR CUSTOMER SERVICE &amp; CENTRES OFFICER</b>   |                  |                  |                            |
|--|------------------|------------------|----------------------------|
| <b>KEY JOB REQUIREMENTS</b>  | <b>ESSENTIAL</b> | <b>DESIRABLE</b> | <b>TESTING MECHANISM</b>   |
| <b>QUALIFICATIONS</b><br>At least 5 GCSEs including English Language and Maths   | ✓                |                  | Application Form           |
| Formal qualification (preferably degree standard) in customer service, hospitality, marketing or promotions, or a related subject                      |                  | ✓                | Application Form           |
| <b>EXPERIENCE</b><br>Working with clients and the general public in a customer services, hospitality or retail environment                             | ✓                |                  | Application Form           |
| Team Leadership / Staff Supervision  |                  | ✓                | Application Form           |
| <b>KNOWLEDGE</b><br>Knowledge of Health & Safety, Data Protection and Equal Opportunities requirements   |                  | ✓                | Application Form/Interview |
| Practical and procedural knowledge in running multi-functional facilities.   | ✓                |                  | Application Form/Interview |
| Cash handling and bookkeeping within a work environment  |                  | ✓                | Application Form/Interview |
| Knowledge of Councils and their functions  |                  | ✓                | Interview                  |
| <b>SKILLS</b><br>Excellent communication and language skills, both written and verbal at all levels  | ✓                |                  | Presentation / Interview   |
| Proficient in the use of IT and ability to utilise a wide range of IT packages (including Microsoft Office and use of the Internet)                    | ✓                |                  | Application Form           |
| Excellent organisational and prioritisation skills with the ability to re-evaluate priorities  | ✓                |                  | Interview                  |
| Interpersonal skills, with the ability to build a positive rapport with customers and colleagues.  | ✓                |                  | Interview                  |
| <b>PERSONAL QUALITIES</b><br>An enthusiasm for customer care issues and the self-confidence to deal with people at all levels in a professional manner | ✓                |                  | Presentation / Interview   |
| A keen interest in local community and its wellbeing   | ✓                |                  | Interview                  |
| Ability to be responsible for own workload   | ✓                |                  | Interview                  |
| Willing to work outside normal office hours including evenings and weekends as required to meet the demands of the service                             | ✓                |                  | Interview                  |
| Ability to maintain confidentiality  | ✓                |                  |                            |
| <b>OTHERS</b><br>Holder of a Full Driving Licence  |                  | ✓                | Application Form           |
| Willingness to work at any of the Town Council's Premises  | ✓                |                  | Interview                  |