

JOB DESCRIPTION - NEIGHBOURHOOD SERVICES

IDENTIFICATION

Post Title: Resources Assistant
Section: Communities
Responsible to: Centre Administrator; Admin Co-ordinator;
Resources Assistant Co-ordinator.
Responsible for:

Post Ref:
Grade: 3

JOB PURPOSE

To assist in the provision of an efficient, responsive, supportive and courteous service to users of the Centre/Library, including security and safety aspects, routine minor maintenance and carry out other relevant duties, as required

PRINCIPAL WORKING CONTACTS

Centre Administrator.
Admin Co-ordinator.
Resources Assistant Co-ordinator.
Senior CLD Workers.
Clerical staff

MAIN DUTIES

Ensure the security of the premises and contents, with due regard for the health and safety of persons using, entering and leaving the premises, as required, when on duty.

Assist people with disabilities to enter and egress the building as required.

Operate and test the intruder alarm, fire detection systems and the monitoring of CCTV and assist in fire evacuation protocol and check fire suppressant equipment undertake fire steward duties as required.

Check centre programmes and RA Diary daily to assist in delivery of a high quality, responsive and supportive service to Community Centre users

Follow agreed procedures for the monitoring of lighting, heating, cleaning and building services, to ensure that operational requirements are met, including minor maintenance/repair and operation of plant and equipment including graffiti removal and touching up paintwork, and assist the department's Maintenance Persons as required.(Including maintenance of outdoor equipment to AALA requirements).

In times of administration staff shortages cover reception when requested where possible.

Ensure that all arrangements for functions, meetings and exhibitions, including the erection and dismantling of materials and equipment including microphone, video and loop systems, provision of refreshments, routine cleaning etc. are carried out efficiently and effectively, as required.

Assist in delivery of a high quality, responsive service to Library/Centre users.

Ensure contract cleaning is carried out efficiently and effectively, as required. Report all issues to Centre Administrator.

Ensure that surrounding grounds and car parks are kept tidy and free of hazards and ensure safe pedestrian access to buildings at all times, including in snowy or icy conditions, as required.

Undertake portage and handyperson duties, including loading, unloading and distribution of materials within the centre and moving and arranging furniture/equipment, as required.

Serve light refreshments/snacks; undertake routine cleaning of kitchen appliances, and management of stocks, etc, for coffee bar/tuck shop/vending machines.

Undertake emergency cleaning duties within the building and grounds, as required.

Assist with maintenance of equipment and furniture inventories and stock control.

Drive departmental vehicles, transport goods, mail, equipment and personnel, and carry out banking duties (**Division ID must be worn**) and other delivery duties, as required.

Routine maintenance of vehicles, including oil and water checks, cleaning and garaging of vehicles, loading and unloading vehicles, using appropriate mechanical aids, where these are available, as required. Completing paperwork associated with these functions.

Undertake minor maintenance works and oversee visiting contractors ensuring they sign in and out of the building using the appropriate property registers and fire log.

Carry out relief duties, when requested, at any other Communities Department locations.

Replenish paper towels, soap and toilet tissues, etc, if required.

Ensure that all electrical equipment used by visitors complies with the Letting Document criteria and is in a safe working order and has been portable appliance tested (PAT) certified

Replace light bulbs, tubes, florescent starters and electrical fuses up to 13 amps.

Ensure that all electrical equipment used by staff is in a safe working condition and has been portable appliance tested (PAT) certified.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: Resources Assistant

DIVISION/DEPARTMENT SECTION: Communities

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	2 National 4s, or equivalent	National 4 English or equivalent	Application Form and Interview
RELEVANT WORK/OTHER EXPERIENCE	Ability to work under pressure. Experience of working with the public. Ability to deal with minor DIY repairs/maintenance, and cleaning.	Manual handling techniques Customer Care	Application Form and Interview
PARTICULAR SKILLS/ABILITIES	Good organisational skills Good communication skills (verbal) Good interpersonal skills. Ability to deal with challenging behaviour. Good Team player Basic IT Skills	Experience of Inventories and Stock Control Experience of using Spreadsheets	Application Form and Interview
PERSONAL QUALITIES	Trustworthy Adaptable Flexible Approachable		Interview
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Current Driving Licence (Level 3) Able to work alternating shifts. Able to change shifts at short notice.	category D1	Interview