

# Job Description and Person Specification



This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.

Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.

## SECTION A: Role Profile

<b>Post Title</b>	Core Assistant (Casual)	<b>Post No</b>	CS248
<b>Directorate</b>	Economy and Infrastructure		
<b>Division</b>	Customer and Cultural services		
<b>Band and Salary</b>	Band A £11.59 to £11.79 per hour (£22,366 to £22,737 per annum pro rata). Incremental progression is subject to performance.		
<b>Responsible to</b>	Operations manager (Catering)		
<b>Location</b>	The Core		
<b>DBS Check</b>	Not Applicable		
<b>Fluency Duty</b>	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers.		
<b>Special Conditions</b>	Hours of work will include working weekends, evenings and bank holidays. The post holder will be required to be adaptable to changes in working hours to meet service needs. .		

### Role Purpose

To work within The Core supporting the services across all areas including the library, Encore café and bar, box office, studio and front of house.

To provide excellent customer service and have a flexible working approach to working across the service and within a team.

### Role Responsibilities

- To provide a welcoming and efficient customer service in a frontline environment in our Encore café, library, studio, theatre and box office and front of house duties.
- To work in a customer focused environment with customer care and health and safety responsibilities.
- Food preparation for general service and hospitality throughout the building.
- To undertake general housekeeping duties including clearing tables, keeping the café and kitchen areas clean, using the dishwasher following in line with all procedures and Health and Safety

- Preparation of the Café for both the daytime and evening operation including stock work associated with the bar facility.
- Maintaining stock for all areas, including the library and Encore Cafe
- Be able to support events setting up equipment, tables and chairs. Moving equipment and stock, clearing away and cleaning areas both prior and after events.
- Using our IT systems to process cash and card payments in line with financial Regulations.
- To be able to operate IT systems, Box office or library and answer customer enquiries
- Assist customers with the full range of resources and services and respond proactively to enquiries.
- To be able to support with basic food preparation as required
- Any other duties, as appropriate.

## Section B: Person Specification

	Essential Criteria	Desirable Criteria	Measured By
<b>Education &amp; Qualifications</b>	Good numeracy skills, able to undertake basic calculations	Food hygiene certificate	Certificate

<b>Experience &amp; Knowledge</b>	Demonstrate an understanding of the importance of excellent customer service		Application/ interview
	Previous experience at school, college, work or voluntary capacity in catering/ hospitality, libraries/ theatre or similar.	Previous catering/ hospitality experience in: <ul style="list-style-type: none"> <li>• Food preparation</li> <li>• Hospitality experience</li> <li>• Serving hot beverages, barista trained</li> <li>• Bar work</li> <li>• Administration</li> </ul>	Application/ Interview

<b>Skills &amp; Abilities</b>	Effective and confident communication skills, able to engage and communicate verbally with a wide range of customers		Interview
	Be confident using IT systems		Application/ interview
	Be able to follow verbal and written instructions		Interview
	Ability to provide excellent customer service in a busy environment		Interview

	Ability to work effectively within a team		Interview
	Able to undertake a range of physical activities including lifting and carrying; bending and standing for the duration of the shift		Application

<b>Core Behaviours</b>	<b>Excellence</b> - With enthusiasm, you work to deliver a high-quality service from your work location, whether that be in a Council building or in a remote working location, to meet customer, organisation and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.		Interview
	<b>Simplicity</b> - You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all taking into account hybrid working.		Interview
	<b>Trust and Respect</b> - You are aware of your impact on others including confidentiality, team relationships and wellbeing. You value openness and listen carefully to understand the views of others. You promote the values of inclusion and diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect		Interview
	<b>Working Together</b> - You work with others to reach a common goal; sharing information, supporting colleagues, both in their work and wellbeing, and searching out expertise and solutions from relevant partners and/or the communities we serve.		Interview
	<b>Responsibility</b> - You take ownership for your own wellbeing, work and working environment and use your initiative to deliver. You are accountable for your own performance and development, and you take responsibility for your actions and decisions.		Interview

<b>Other Requirements</b>			

<b>Compiled/Reviewed by</b>	Felicity Page
<b>Date</b>	August 2024

## **Section C: Additional Information**

### **Corporate Parent Responsibilities**

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

### **Health and Safety**

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council's Corporate Health and Safety Policy and any local safety procedures.

### **Information Management**

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

### **Training and Development**

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

### **Solihull Behavioural Framework**

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

## **Mobility**

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

## **Variations to Job Descriptions**

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.