

**EPSOM
&
EWELL**
BOROUGH COUNCIL



Recruitment Pack

Casual Workers

Facilities Attendant, Ebbisham Centre
Supervisor, Bourne Hall

Closing Date: 18 February 2010

Interview 4 March 2010

It is the Council's policy to always inform short-listed candidates within two weeks of the closing date. If you have not heard from us within 3 weeks of the closing date then your application has not been successful. Due to the large volume of applications received and the cost, it is our policy not to write to candidates if they have not been selected for interview.

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Casual Workers

Facilities Attendants, Ebbisham Centre Supervisors, Bourne Hall

£8.51 per hour

The Ebbisham Centre and Bourne Hall are Council operated public Venues, which house Libraries, Cafes, a Museum, public information areas and rooms for hire, which are used by a diverse range of customers to provide community activities as well as commercial services.

We are looking for a number of reliable and enthusiastic casual staff to join our dedicated teams, to work at both venues to provide shift cover as and when required. These are not permanent appointments.

Duties will include assisting with the daily housekeeping, facilities and security operations, liaising with the general public and dealing with enquires, making use of email and our IT bookings management system. You will work on Reception, as well as preparing meeting rooms, dealing with health and safety issues and you will provide a high standard of customer service at all times.

You will be flexible and adaptable, and enjoy working as part of a team as well as being physically fit and able to work without close supervision. The hours are variable, and will encompass early mornings and evenings as well as Saturdays.

For an informal discussion about the role, please contact Jasmine Brown, Venues Manager on 01372 846805

You can download an application pack and apply on-line by going to the Epsom & Ewell pages at www.surreyjobs.info

Closing date: 18 February 2010
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Role Profile

Role Title:	Casual: Ebbisham Centre Facilities Attendant or Bourne Hall Supervisor
Reporting To:	Bourne Hall or The Ebbisham Centre Assistant Manager
Role Purpose: Why the role exists and its contribution	To work with permanent supervisory and attending staff to ensure that the building(s) is secure, safe and operational, and to set up rooms and hire equipment, liaising with customers regarding their room hire bookings.

Role Specification

What the role holder needs to do to achieve the role purpose

Key Responsibilities	Key Elements	% of Time
1. IT Management and Room Bookings	<ul style="list-style-type: none"> Facilitate room enquiries and bookings, inputting customer requirements and data onto the IT room management database. Use e-mail to correspond with customers and deal with general enquiries. Use IT for general admin purposes including collection of data as necessary. 	30
2. Meeting Rooms & Public Areas	<ul style="list-style-type: none"> Facilitate the management of meeting rooms and public areas. Ensure all meeting rooms and public areas are set up for their specific use Clean and tidy up after meetings, activities and event days. Ensure all areas are clean and tidy and safe for public use 	20
3. Customer Service & Working With Others	<ul style="list-style-type: none"> Provide reception and telephone cover when necessary Answer internal and external customer queries to the best of their knowledge, in a polite and courteous manner. Show potential customers around the building(s). Assist the general public with directions to required room/area, explaining the Fire Drill procedure where necessary. Liaise with and support internal and external contractors, including cleaners Understand the requirements of the service, ensuring a high standard of customer focus and satisfaction 	20
4. Maintenance/ General Caretaking	<ul style="list-style-type: none"> Responsible for clearing up of accidental spillages and emergency cleaning during opening hours, in order to keep the building clean, tidy and operational for both staff and general public Checking the cleanliness of toilet and changing room areas Ensure that the building is well maintained, making necessary replacement, repairs or purchases according 	15

	to stated procedure.	
5. Deliveries/Moving and Portering/ Post	<ul style="list-style-type: none"> • Assist in receiving deliveries, checking off orders and delivering to relevant areas within building • Portering and moving of equipment and furniture as and when required. • Responsible for the recycling of newspapers and any other sustainable projects within The Centre. 	15

<u>The key decision making areas in the role</u>
<ul style="list-style-type: none"> • To assist with the management of the security systems and building facilities in order to provide an effective and efficient service. • To help ensure all equipment is in good working order and fit for purpose and to repair or replace stock when deemed necessary. • Establish good working relationships with internal and external contractors, customers, staff and general public, giving help and advice regarding use of rooms and facilities when required. • Able to work on own initiative and prioritise when confronted with a heavy workload.

The numerical measures in the role (if applicable)	
Financial	Non-financial
<ul style="list-style-type: none"> • To meet set financial targets 	<ul style="list-style-type: none"> •

Competencies

The competency levels that need to be consistently displayed by the role holder to achieve the role responsibilities

<u>Core Competencies</u>	Level	Core Competencies	Level
<ul style="list-style-type: none"> • Communicating effectively 	1	<ul style="list-style-type: none"> • Planning and organising 	1
<ul style="list-style-type: none"> • Continuous improvement (Challenging to do better) 	1	<ul style="list-style-type: none"> • Working with others 	1
<ul style="list-style-type: none"> • Internal and external customer focus 	1		

Expertise in Role

How the role develops from Entry level to Advanced level

Starting - the required role related knowledge, skills, qualifications and experience at selection

- Essential to be able to work shifts including evenings, weekends, public holidays and late night call-outs based on a six-day rota.
- People based experience i.e. member of a team, for a minimum of 1 year.
- Experience in the set up and management of facilities, room hire etc
- Good communication and negotiation skills and judgement
- Flexible, adaptable, results orientated and determined
- 1 year practical/technical experience in a related environment, e.g. leisure/conference industry.
- Computer experience essential

What is the initial induction/training required to become Proficient in the role?

- Familiarity with daily routine and operation of security systems through intensive induction period
- Knowledge of Council policy and procedures
- Use of computer systems, including centre management system
- Use and maintenance of equipment and room facilities
- Develop links with contractors, other tenants, customers and staff.

Proficient - how would this be displayed in the role?

- Self motivated and able to work without supervision and achieve results
- The daily operation of the building and security systems run smoothly
- Liaise regularly with customers, contractors, tenants and staff, showing initiative and willingness to solve problems and satisfy customer need.
- Work confidently with others as part of a team
- Achieve targets and competencies

Advancing - what characteristics will the Advancing role holder display?

- Forward thinking/planning attitude and organisational skills
- Show continuous improvement through seeking involvement in projects outside of own role and developing new skills.
- Assertiveness attitude to ensure the centre's Health and Safety guidelines are adhered to by the users and hirers.
- Demonstrate judgement and decision making by using initiative to solve problems independently and/or take remedial action
- Awareness of opportunities for improvement in the service through one to one meetings with senior supervisor and customers to achieve customer satisfaction.

Where would you expect to see 'outstanding' regularly displayed at this level, or has a competency level increased or another competency been introduced?

- Internal and external customer f

1 o/s

- Continuous improvement

1 o/s

Advanced - what characteristics will the Advanced role holder display?

- Consistently makes the right decision
- Continuously searches for, and suggests, ideas on service improvements
- Takes lead role in projects outside of own area; is prepared to help others achieve their tasks without allowing their own work to suffer as a result.
- Creates an understanding within the team to show how their targets contribute to the organisational strategy

Where would you expect to see 'outstanding' regularly displayed at this level, or has a competency level increased or another competency been introduced?

- | | | |
|--|----------------------------------|-------|
| • Continuous Improvement
1 o/s | • Working with others | 1 o/s |
| • Internal and External Customer Focus
1 o/s | • Planning and organising | 1 o/s |
| • Communicating Effectively
1 o/s | | |

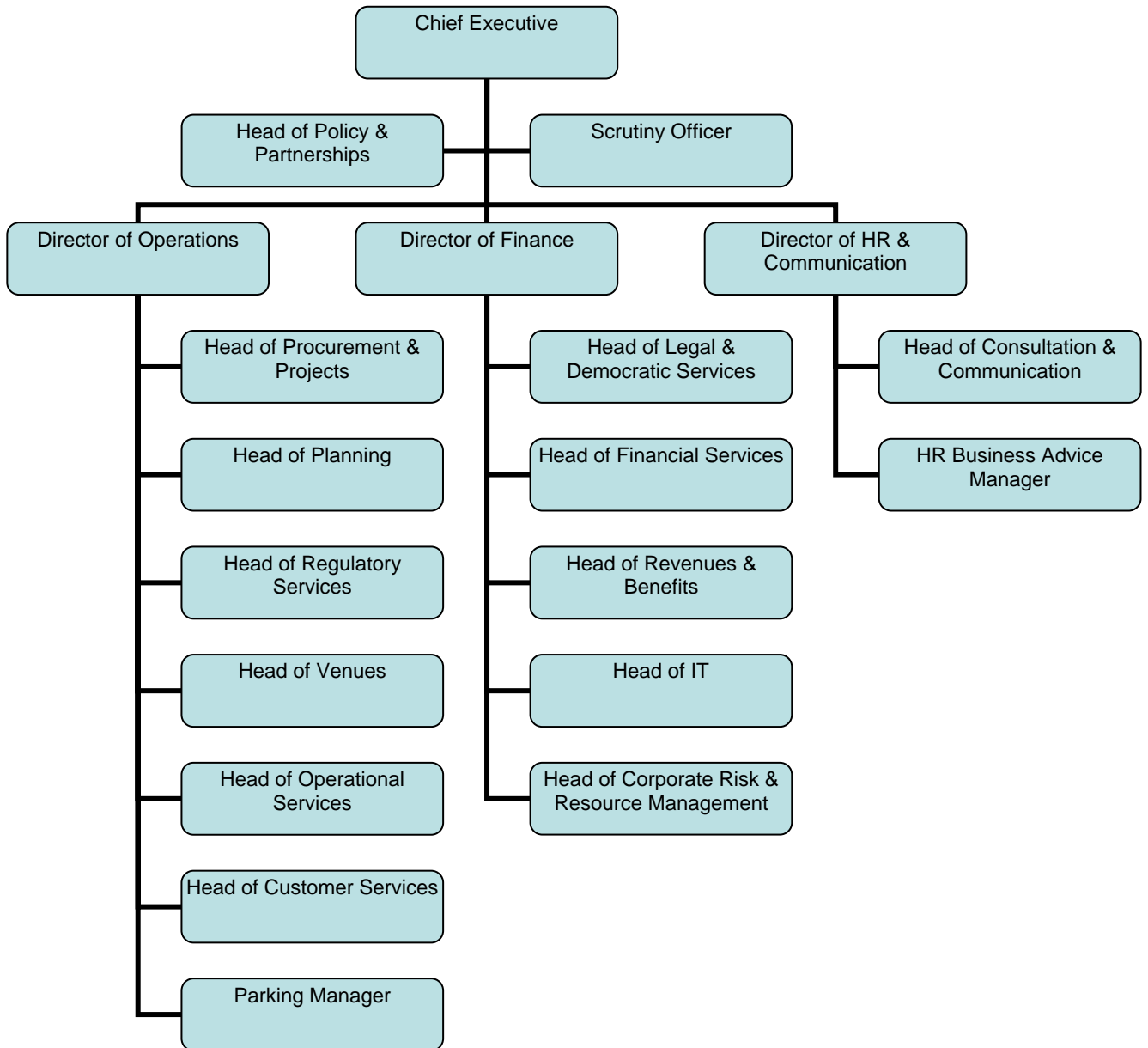
Person Specification for Casual Workers at Ebbisham Centre/Bourne Hall

	Essential Criteria (E)			
		AP	AS	INT
<u>Qualifications and Training</u>				
General standard of education	E	X		X
<u>Knowledge/ Skills / Attributes</u>				
Knowledge of using the correct procedures for lifting and manual handling.	E	X		X
Understanding the fundamentals of setting up of rooms, management of facilities, room hire etc.	E	X		X
Good organisational skills	E	X		X
IT literate – Microsoft Office and databases	E	X		X
Effective communication – both written and oral	E	X		X
Ability to work with minimum supervision	E	X		X
Good inter-personal skills	E	X		X
Customer focused	E	X		X
<u>Special Requirements</u>				
Must be legally entitled to work in the UK.	E	X		X
Flexibility to work variable hours including evenings and weekends	E	X		

AP - Application	AS - Assessment	INT - Interview
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Council Structure

Officer Structure



Member Structure

Political Structure

There are 38 elected Members, representing thirteen wards within the Borough. Residents Association members have historically (and uniquely) had political control since the Council was established in 1933. The current political make-up is:

- 23 Residents' Association
- 10 Liberal Democrats
- 4 Conservative
- 1 Labour

The Council operates 'alternative arrangements' in the form of a streamlined committee system. There are four policy committees (Strategy & Resources, Environment, Leisure and Social), a Scrutiny Committee with call-in powers, a Standards Committee, a Planning Committee and a Licensing Committee. Advisory panels with no decision making powers have also been established.

Introduction to the Council

Background Information to the Borough

Epsom and Ewell Borough Council serves a compact area with a population of c 69,400 in the north of Surrey adjoining Greater London.

The area is generally prosperous and is, of course, world famous as the home of the Derby.

As a district council we provide a range of important services for people who live and work in the borough including: refuse collection; street cleansing; planning and parks.

The Council prides itself on providing a comprehensive set of services to the community. Around a quarter of the borough is public open space and along with other Surrey districts the Council provides a range of services for older people including a demand led transport service ("Routecall"); meals on wheels and three social centres.

The Council employs around 300 staff and also uses contractors to deliver some services. The authority prides itself on being innovative (it was for example one of the first authorities to open a customer contact centre) and on the high quality of what it does. In 2004 it was rated "good" by the Audit Commission on a scale excellent, good, fair, weak and poor.

The Council has an annual revenue budget turnover of approximately £27 million and a net budget requirement of £7.7 million.

There is a long history of Residents' Association control. Engagement with the population is unusually high.

The paid staff are led by the Chief Executive and a Director of Operations, a Director of Finance and a Director of Human Resources & Communication.

Ambitions and Key Priorities

The Corporate Plan sets out the Council's ambition for the four years from 2007 to 2011. It sets out our Key Priorities and, together with its family of supporting documents, shows how we will resource them and how we will manage the organisation to secure their achievement whilst maintaining continuous improvements in service levels and ensuring value for money.

It also shows how we will support the Borough's Community Strategy and respond appropriately to national and regional priorities.

The Council's ambition and Key Priorities are based on the needs and aspirations of local residents, as well as taking into consideration both the interest of our local partners, through the Community Strategy, and national government priorities.

The Council's ambition is:

“to maintain and develop those distinctive characteristics that make living and working in Epsom and Ewell something our residents do as a matter of conscious choice and, in conjunction with others, provide quality and innovative services that are based on the identified priorities of our residents”

'People and Performance' are at the heart of this Corporate Plan and everything that the Council does. They are represented throughout our Core Values. These values underpin everything we do. We actively incorporate them into every aspect of our work.

P E O P L E	Focusing on our Customers We will understand and exceed the expectations of our residents and other customers	P E R F O R M A N C E	Improving continuously We will manage performance effectively to increase public satisfaction
	Investing in employees We will work to ensure that our employees are motivated, empowered and innovative people		Providing value for money We will ensure our services are relevant, cost effective and efficient
	Valuing diversity and equality We will reflect the needs of all sections of our community in our services and policies		Performing with integrity, openness and honesty We will demonstrate this through our service delivery and contact with residents and partners

The chart below shows the Council's ambitions, core values and key priorities.



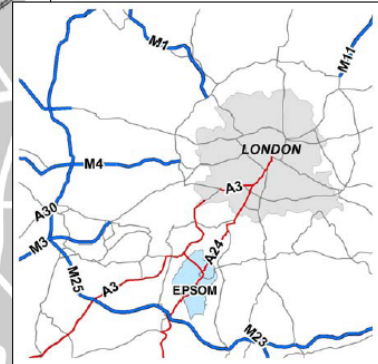
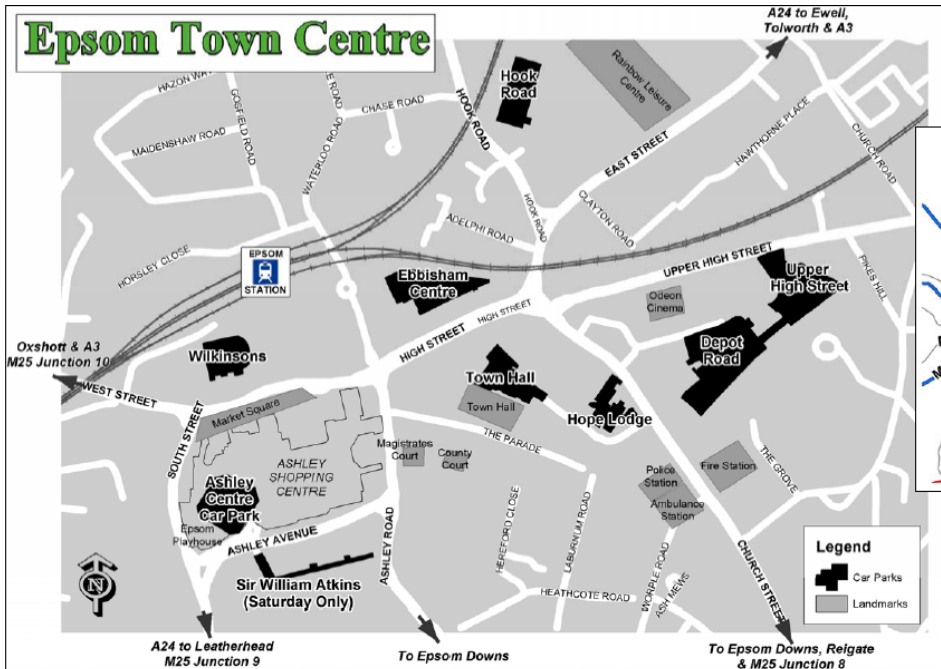
Our ambition is "to maintain and develop those **distinctive characteristics** that make living and working in Epsom and Ewell a matter of conscious choice and, **in conjunction with others**, provide **quality and innovative services** that are based on the identified **priorities of our residents**"

Key Priorities



Location Map

The post is based at either the Ebbisham Centre in Epsom or Bourne Hall in Ewell



- **How to get here**
- **By car:** M25 exit Junction 9, take the A24 towards Epsom. (For car park charges & opening hours, see information overleaf.)
- **By train:** Direct links to Epsom from either London Waterloo or London Victoria. For train times and information, call **National Rail Enquiries** on 08457 48 49 50, or visit www.nationalrail.co.uk.
- **By bus:** Regular bus services link Epsom with local centres, including Sutton & Kingston. For travel enquiries, call **Traveline** on 0870 608 2 608, or visit www.traveline.org.uk.