

JOB TITLE:	Pavilion Assistant
DEPARTMENT:	Field
JOB HOLDER:	Final Version
REPORTS TO (JOB TITLE):	Pavilion Supervisor

JOB PURPOSE

Summary, in one or two sentences, of the unique contribution this job makes to the organisation's purpose

As part of a team provide customer services at the Town Council's Pavilion facilities in order to present an attractive, welcoming and safe service for customers.

DIMENSIONS

Numerical facts and figures relevant to the scale and degree of the activity

Financial: Cash handling is part of the job responsibilities.

Staff: none

Other: Staff will be required to work at any of 3 sites across Bracknell, evening and weekend working is required.

ORGANISATIONAL STRUCTURE

Attached is an organisational chart showing where this job sits and the jobs immediately around it.

CONTEXT

This briefly sets out the necessary background to understand how the job fits into the organisation and how it relates to other functions or jobs in the organisation

Pavilion Staff report to the Pavilion Supervisor

Pavilion Staff work to sell food and beverages and hire out leisure equipment and facilities; they are responsible for cleaning the area where they work and occasional ad hoc cleaning tasks elsewhere in the Pavilion/s.

Pavilion Staff work to a variable rota which includes weekends and some evenings.

Pavilion Staff work alone for the majority of the time.

Pavilion Staff assist with ordering stock and taking in deliveries

The job is routine.

ACCOUNTABILITIES

A list of 6 – 8 statements identifying the principal outputs required of the job, which integrate to achieve the purpose of the job.

- Open and close facilities on time
- Complete all tasks to a high standard
- Utilise specialist equipment in accordance with instructions.
- Liaise with other staff and service users / members of the public in a professional manner
- Work in accordance with the Council's Code of Conduct for staff
- Comply with the Council's Health and safety requirements to achieve a safe working environment for staff and service users
- Record hours worked in order to complete timesheets

KEY PERFORMANCE INDICATORS

The outputs that this job must achieve over the next 6 – 12 months, which correlate to the accountabilities.

- No problems with facilities not being open / closed on time
- No complaints received from supervisor / public regarding the work completed
- No problems with the use of specialist equipment
- No complaints regarding attitude to other staff or members of the public
- No breaches of the Code of Conduct
- No incidences of failure to comply with health and safety requirements
- 95% timesheets correctly completed and delivered to the office on time.

CHALLENGE & CREATIVITY / DECISION-MAKING

A summary description of the 3 – 4 main decisions and challenges that the jobholder will face in carrying out the accountabilities of this job.

Risk assessment, personal - occasional
Marketing services provided
Dealing with difficult people / unexpected situations
Learning new skills (e.g. using a new piece of equipment) – very occasional

KNOWLEDGE, SKILLS & EXPERIENCE

*What skills, qualifications and experience are **necessary** for full and effective performance?*

Retail and cash-handling experience
Practical skills
Knowledge and understanding of safe working practices including food hygiene
Experience of working flexibly
Experience of working on own with minimal supervision

COMPETENCIES

The behaviours that must be demonstrated in the job.

Excellent communication and customer service skills
Confidence to deal with unusual / difficult situations / people
Flexibility and 'can-do' attitude