

## Lancaster City Council - Job Description & Person Specification

<b>Job Title:</b>	General Assistant	<b>Grade:</b>	6	<b>Job Code:</b>	LCC341
<b>Service/Team:</b>	Communities & Leisure	<b>Role Type:</b> *Delete as appropriate	Fixed	<b>Reports to:</b>	Operations Manager
<b>Line Manages:</b> *Title/s & LCC Code	N/A				

### Job Overview

Be responsible for the cleanliness of all areas of the Leisure Centre, including but not limited to; sports halls, swimming pools, walkways, changing rooms, Café, Energy indoor soft play, Xheight, toilets, outdoor areas and all other public areas.

### Direct Responsibilities

- To provide and maintain a clean and tidy leisure centre throughout the building including all areas as detailed above
- Maintain the high standards of cleanliness in all areas as set out in the cleaning schedules.
- To use cleaning equipment, chemicals and materials to undertake cleaning activities including, mopping and vacuuming, in accordance with the operational standards
- Ensure cleaning equipment and chemicals are kept and stored in accordance with the operating standards.
- Act promptly to resolve any issues, ensuring the safety of people using these facilities.
- To undertake any training and development appropriate to the current and future needs of the post, including appropriate manual handling, COSHH and health and safety training.
- To use mechanical equipment where necessary.
- Assist with occasional light gardening duties and simple maintenance tasks.
- Ensure that all relevant Health & Safety guidelines are adhered to at all times.
- Contribute to a harmonious and productive staff working relationship.
- Any other duties relevant to the post which may be assigned by the Duty Manager.

### Primary Measurable Objectives

- Act promptly to resolve any issues, ensuring the safety of people using these facilities.

## Lancaster City Council - Job Description & Person Specification

- Provide advice and assistance to the Centre's users as appropriate and ensure they are treated respectfully and enjoy a good customer experience whilst using the Leisure Centre.
- Assist in the preparation and operation of events and activities including the set-up, dismantling and cleaning of the event in a timely and safe manner.
- Liaise regularly with the Duty Manager during the shift and provide progress updates accordingly.
- To provide a safe environment for all, and inform the Duty Manager of any public wrong doing or misuse of facilities or/and equipment
- To use your own initiative and self-allocate tasks where appropriate.
- To work in other departments of the centre in which you are trained to do so.
- To work both inside and outdoors when appropriate to do so.
- To undertake any training and development appropriate of the current and future needs of the post.

### Staff Management Responsibilities

N/A

## Lancaster City Council - Job Description & Person Specification

<b>Person Specification</b>			
<b>Knowledge &amp; Educational Requirements</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Assessed by: App Form, Interview, Certificate, Test, Other...</b>
<b>Specialised Qualifications &amp; Training</b>	An understanding of COSHH  GCSE qualifications at Grade A-C in English and Maths or equivalent qualification/or experience	Industry recognised qualifications	App Form, Interview, Certificate
<b>Experience</b>	Previous experience/knowledge of building cleaning in accordance with health and safety guidelines	Understanding of the operational standards for General Assistants	App Form, Interview
<b>Job Related Skills, Knowledge &amp; Abilities</b>	High level of attention to detail  Previous experience/knowledge of building cleaning in accordance with health and safety guidelines		App Form, Interview
<b>Personal Attributes</b> Including Interpersonal & Communication Skills	The ability to communicate with members of the public.  A desire to deliver outstanding customer service at all times.		App Form, Interview
<b>Special Requirements/Other</b>	The ability to have a flexible approach to work.  You will be expected to undertake any training and development appropriate to the current and future needs of the post.  This role is public facing therefore the ability to converse at ease with members of the public and provide advice in accurate spoken English. In this instance a role is classed as public facing if, as an intrinsic part of the role, there is a requirement to regularly speak to members of the public in English		App Form, Interview

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### **Additional information**

#### Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

#### General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

#### Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

#### Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

#### Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

#### Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

#### Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

#### Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

<b>Employee Signature:</b>		<b>Print name:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Print name:</b>		<b>Date:</b>	