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| Job Description |  |

**Porter**

**Reports to: Civic Events Assistant**

**Responsible for - Directly: None**

**Total staff managed: None**

**Grade: Band 4**

**Working environment: Flexible/Office**

**Purpose of role:**

* + - * To ensure the Council’s meeting and function rooms are ready for use and support council processes by undertaking low level maintenance, tidying and cleaning.

**Key result areas:**

**Corporate responsibilities**

1. To prepare meeting rooms and function rooms prior to use for both Councils purposes and for private hire ensuring cleanliness and maintenance work is carried out including the set-up of sound and visual equipment as directed.
2. To regularly check meeting and function rooms are kept tidy and replenished with refreshments before and after use, and to set-up rooms as required.
3. To ensure council buildings are unlocked, locked and secured as required. This includes checking the buildings to ensure they are vacated, that all windows are closed and lights are turned off and alarms are set.
4. To assist in ceremonial events as required, such as flag flying and being sword and mace bearers.
5. To provide onsite presence and support when the building is being used for external hire outside normal working hours. This will include being contactable for the contractor/hirer using the building and ensuring that the building is being used appropriately.
6. To be able to act as a door supervisor for the Council in terms of general customer access in the day and during Council meetings.
7. To be competent with fire evacuation and health and safety procedures for council buildings.
8. Working as a team to move furniture and equipment as requested to prepare rooms for use. This may include the movement of heavy items once they have been appropriately risk assessed.
9. To handle deliveries and collections using council transport.
10. To handle confidential waste, office recycling and general waste as required.
11. To work outside of normal office hours and be flexible with duties as requested, this may include being asked to take a lead in an area of portering work.
12. To undertake cleaning duties as requested. This will include checking and replenishing toilets, and staff kitchen areas as required. It also includes maintaining the civic regalia and ensuring it is in a clean condition.
13. To undertake general light maintenance duties as directed.
14. To undertake any other duties consistent with those listed above and appropriate to the title and grade of the post.

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

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| Person Specification |  |

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| **Porter [Band 4]** |
| **Experience/****Knowledge** | Understands how to plan and action the day to day work allocated.Able to deal with officers, Councillors and the public tactfully and helpfully, sometimes in difficult situations.Experience of providing good quality customer service and present the Council positively.Able to plan day to day delivery of allocated work and carry out tasks efficiently.Reliable and methodical approach to tasks, good attention to detail.Be able to cope with change, both short (i.e. immediate request to change something) or in the longer term.Experience of working without direct supervision and working as a team. |
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| **Qualifications** | SIA qualifiedHolds a current driving license |
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| **Competencies** | Literate and numerate and able to follow procedures.Personable with good communication and organisational skills.Ability to remain calm under pressure and in difficult situations.A basic knowledge of health and safety and fire safety, include relevant policies and procedures. Able to lift, handle and move furniture/equipment, carry sacks of mail and climb steps/ladder. IT literate insofar as able to check emails and undertake online booking rooms. |
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| **Personal Qualities and Attributes** | Self-aware, open, honest with high degree of integrity.Personal resilience and able to work flexibly, out of hours & including weekends as required.Able to maintain professional and polite manner at all times.Able to maintain a high level of commitment and enthusiasm. |
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| **Behaviours** | Effective communicationWorking together C:\Users\gwells\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Artboard 20@2x-100.jpgTaking personal responsibilityPutting Great Yarmouth firstRespecting othersPeople focused• Embracing change |
| **Personal****Circumstances** | The role may involve some out of hours working so flexibility to hours works is a requirement. Able to work evenings and weekends. |