

## **Report to Joint Consultative and Safety Committee**

**Subject: Consultation Closure: Report proposing payment of Living Wage at April 2014**

**Date: 25 February 2014**

**Author: Chief Executive  
Corporate Director (Mark Kimberley)  
Service Manager- Organisational Development**

### **1. Purpose of the Report**

To reintroduce the proposal to apply the Living Wage at April 2014 including making change to local pay scales and pay arrangements together with modification of certain working practices and to invite comments or recommendations from the Committee which will be referred to the Appointments and Conditions of Service Committee for consideration. The Appointments and Conditions of Service Committee will authorise the final arrangements to be implemented. This final report concludes the formal consultation process for this proposal, subject to any recommendations made by the committee to vary or extend this consultation period.

### **2. Background**

The full report outlining proposals to apply the Living Wage and to make change to other related pay arrangements and working practices was introduced to this committee on 9 January 2014. The original report to this committee including the Equality Impact Assessment is shown at Appendix A.

### **3. Consultation**

At the time of writing this report, no written comments had been received either from recognised trade unions or individual employees. On that basis it is recommended by officers that the proposals made in the original report remain unchanged and that these are placed before the Appointments and Conditions of Service Committee for adoption and subsequent implementation.

Since the first paper was put to the JCSC in January and in accordance with the proposals made, revised job descriptions for all Band 1 posts have been produced to enrich job content to bring jobs into Band 2. All jobs have been properly assessed through the job evaluation process. An anomaly that has been identified is that the Cleaning Supervisor (DTF11) post based in the Civic Centre is graded at Band 2. It is proposed that this job be reviewed and enriched through the same process as the existing Band 1 jobs and that the new grading (at the bottom point of Band 3) also be applied to the post and existing post

holder from 1 April 2014. These proposed job descriptions and specifications are shown as follows:

<b>Job</b>	<b>“Before and after” shown at appendix</b>
Cleaner	Appendix Bi and Bii
Bar Worker (Leisure Centre)	Appendix Ci and Cii
Sports Hall Attendant	Appendix Di and Dii
Refuse Loader	Appendix Ei and Eii
Switchboard Operator	Appendix Fi and Fii
Cleaning Supervisor (DTF11)	Appendix Gi and Gii

#### **4. Recommendation**

The Committee is asked:

- a. to consider the detailed report at Appendix A,
- b. to receive comments from employees and union representatives, and
- c. subsequently to make any appropriate comment or recommendations for consideration by the Appointments and Conditions of Service Committee in order to inform the final decisions regarding implementation.



**Report to:** Joint Consultative and Safety Committee

**Subject:** Living Wage; commencement of consultation for implementation

**Date:** 9 January 2014

**Author:** Chief Executive  
Corporate Director (Mark Kimberley)  
Service Manager- Organisational Development

## **1. Purpose of the report**

To introduce to the Joint Consultative and Safety Committee (JCSC), proposals for implementation of the Living Wage with effect from 1 April 2014 and to commence formal consultation on these proposals with the recognised trade unions. The proposal to implement the Living Wage is very much a member-led initiative and consequently these detailed proposals for consultation have been formulated by the Appointments and Conditions of Service Committee. Furthermore, the proposals are endorsed by the Council's Senior Leadership Team (SLT).

As the proposals do include material changes to terms and conditions of particular groups of employees, a full consultation process is recommended commencing 9 January and concluding at the programmed JCSC meeting of 25 February 2014 (47 days in total). At the close of this consultation period the JCSC will meet again to accept any comments made by the trade unions and to make any recommendations that they see as appropriate to the Appointments and Conditions of Service Committee in order to help inform any decisions made by that committee in respect to final implementation of the proposals together with any associated terms and conditions of employment.

## **2. Background**

The week commencing 4 November 2013 was "Living Wage Week".

The "Living Wage" is set annually by the Living Wage Foundation and represents the hourly rate of pay that is deemed to provide workers with a wage that can meet the basic costs of living.

During this week a number of national and local announcements were made. Of particular relevance was the national announcement that the Living Wage outside London would rise by 20 pence from £7.45 to £7.65 per hour and, locally, the Leader of our Council announced his intention to introduce the Living Wage as part of the 2014/15 budget process.

In considering the introduction of the living wage, there are a number of factors to take into account that are covered in the following report. Clearly this local commitment has relevance from social, political, and economic perspectives and the detail of its implementation to recognise all of these needs is complex. Included in the implementation proposed here are associated issues that relate to local pay banding together with terms and conditions of employment.

### **3. Proposed implementation**

The following proposals are made by the Appointments and Service Committee for the implementation of the Living Wage at Gedling Borough Council. All proposals are supported by Senior Leadership Team and can be met within budget plans for 2014/15.

#### **3.1 The rate to be paid**

**ACSC proposal:** To pay at the new rate of £7.65 as this will be the national Living Wage rate at the proposed date of implementation, 1 April 2014.

#### **3.2 Placing the Living Wage rate into our pay structure**

**ACSC proposal:** The Living Wage of £7.65 is not a recognised pay point within the national pay spine applied by the council, however the following implementation method is proposed. This proposal does not have any disproportionate negative equality impact relating to “protected characteristics” as defined in the Equality Act. This is particularly relevant to gender. Appendix 1 shows a completed Equality Impact Statement based on the proposal made by the ACSC.

The proposal is to enrich all jobs to ensure that they achieve at least pay Band 2 and create a new local pay point (spinal column point 10a) equivalent to the Living Wage at £7.65 per hour. In order not to have excessively long pay grades (which can be disproportionately detrimental impact in respect to equality), it is also proposed to make minor alteration to the grade break points to leave only three Spinal Column Points (SCPs) in Band 2, as is the case in every other grade above it.

In effect, this proposal should have limited or no effect on the job evaluation relating to current grades with the main benefit being that all jobs (as a matter of local policy) are enriched to achieve at least pay Band 2 which will contain the Living Wage new pay point. While the primary purpose of introducing the living wage is to address the issue of low pay, this approach of “something for something” could be regarded as striking the right balance given the financial circumstances of the Council. Jobs would be enriched to add more interest and a higher rate of pay and the organisation can expect a more flexible and skilled workforce.

This option is shown below for illustrative purposes and using £7.65 as the Living Wage rate:

Current pay structure			Proposed pay structure		
Band 1	SCP	£/hour	Band 1	SCP	£/hour
	4	deleted		5	6.4454
	5	6.4454		6	6.5382
	6	6.5382		7	6.6942
Band 2	7	6.6942		8	6.9046
	8	6.9046	Band 2	9	7.1140
	9	7.1140		10	7.2633
	10	7.2633		10a (local)	7.6500
Band 3	11	7.7127	Band 3	11	7.7127
	12	7.8729		12	7.8729
	13	8.0849		13	8.0849

By retaining all pay bands and pay points, the integrity of the job evaluation scheme and pay line is maintained and there is future flexibility to use these lower points, perhaps for example, for directly-employed apprentices or interns.

A further ACSC proposal to ensure that all employees are paid at the 2013/14 Living Wage is that the following two pay statements are supported for formal adoption:

- “In introducing these changes to enrich all existing jobs to ensure that they are paid within pay Band 2, the council will not require an affected employee to “apply for their own job” but instead will simply re-grade employees into Band 2. If additional training is required to help the employee to meet the demands of the changed role, this will be provided over time and the employee will be properly supported to achieve this.”
- “It is the policy of the council when evaluating jobs (not training jobs such as apprentices or internships) to enrich those jobs to ensure that they fall within pay Band 2 as a minimum pay grade and that furthermore, when the job is graded within this pay band, any and all employees and workers will be paid at spinal column point 10a”.

This particular method of implementing the concept of the Living Wage into our pay structures is seen as particularly attractive as it provides cost control, some degree of defence against equality claims in respect to job evaluation and also introduces the idea of responsibility to the tax-payer in that we are paying a higher rate of pay, but expecting some return from this.

### 3.3 Casual work

**ACSC Proposal:** The payment of casual work at a rate below Living Wage is possible within the pay structures proposed but to do this “muddies the water” in respect to the intention to be a Living Wage employer at 1 April 2014. It is therefore the view of the ACSC that all casual work should also be paid at a minimum rate of SCP 10a and that the policy statements outlined above, are both adopted from 1 April 2014 and applied equally to casual work.

### 3.4 Application of the national (NJC) pay award (from 1 April 2014)

**ACSC Proposal:** The cycle of pay uplift differs between the Living Wage Foundation (uplift in November each year) and the National Joint Council (NJC) annual pay award (April each year). In order to deal with the difficult position created by these asynchronous pay cycles, it is the view of the ACSC that the NJC pay award for 2014/15 should be applied to a new local pay point 10a that might be created to reflect the Living Wage rate at £7.65. It is also the proposal, that any national award made in subsequent years (2015/16 and thereafter) should be applied to all current pay points including a local point 10a.

### 3.5 Future application of Living Wage awards

**ACSC proposal:** The Living Wage is recalculated each year in November. In recent years, the increase in rate has far outstripped pay awards made to local government workers. To continue to apply the Living Wage rate as annually reviewed will have a number of effects locally including:

- Additional and uncontrolled cost to the organisation at a time of financial stringency and potential job losses.
- Increased difficulty from an equal pay perspective in applying an elevated Living Wage into our existing pay scales. Should the current pattern of Living Wage/ NJC pay awards continue, it is likely that the Living Wage pay point would need to be placed into pay Band 3. If this were to be the case then the current recommended model of “job enrichment” would have to be further extended which may become difficult in that existing employees may find it much more difficult to be able to meet all of the demands of a higher graded job. If the Living Wage was to be adopted each year going forwards, the “job enrichment” model is not recommended and another model to deal with the pay grading issues would need to be adopted.
- The idea of the Living Wage rate is still somewhat in its infancy, however, there is clear interest in this issue in a number of quarters including national government. It is likely that there may be significant developments nationally (both through central government and local government pay bargaining) that may affect how the Living Wage is applied and because of this uncertainty it may not be prudent to commit at this stage to application of the Living Wage on an automatic basis each year.

Essentially, the option is to either commit now to application of the Living Wage each year (with an associated review of how this might be achieved financially

and from a pay policy perspective) or to apply the Living Wage rate from 1 April 2014 but then to review periodically, but not annually, thereafter and on balance, because of the issues identified above, the ACSC proposal is that the Living Wage be applied from 1 April 2014 (at £7.65 per hour plus any pay uplift agreed as part of the annual NJC settlement) and that this rate is then reconsidered periodically, but without commitment to frequency at this stage.

### **3.6 Living Wage and working practices**

**ACSC Proposal:** Due to financial challenges facing the organisation, changes to working practices are being considered in all service areas. Some changes to working practices that will be necessary as part of service review occur in teams where, if the “job enrichment” model is supported, there is particular relevance. In particular, in Waste Services the refuse rounds are effectively balanced to achieve service delivery within a normal 37 hour week. The refuse loaders, through historic agreement, are paid two hours’ additional “contractual overtime” equating to three hours’ pay. This additional time is not needed for service delivery now and can no longer be sustained. All refuse loaders are currently paid within Band 1 and as such would benefit from any measures taken to apply the Living Wage.

The ACSC has considered this difficult issue and proposes the following implementation in respect to changes to working practices:

- To implement the “job enrichment” programme as outlined in the earlier parts of this paper
- To implement the removal to contractual overtime arrangements concurrently with implementation of Living Wage arrangements for refuse loaders.
- That working practices are reviewed in all other areas where contractual overtime arrangements apply and where possible and at an appropriate time, move the working week to a standard 37-hour basis.

The benefit of co-ordinating the exercise for refuse workers is that changes to pay and conditions of service happen at a single point in time and from the 1 April, these employees would be approximately £700 per year better off (after tax) whilst working a shorter week.

## **4. Financial Comments**

The introduction of the Living Wage will not come without additional cost, however, with the proposals recommended above it is the intention that with re-modelled jobs, rather than just adding cost to the pay bill, there will be more pay given for undertaking work of a higher value. There will an arrangement of “something for something”.

If local spinal column point 10a is set at £7.65 per hour, the estimated cost of moving all affected contracted employees to this point is £146,000. In addition, the estimated cost of moving casual workers is £26,600 making a total cost of £172,600.

Savings arising from the proposed changes to refuse loaders’ working conditions (removal of contracted overtime) are estimated at £32,000 per annum.

In summary, if both of the above proposals are supported and if the Living Wage is fully applied to all jobs the estimated net cost to the council will be £140,600.

If the annual NJC pay award for 2014/15 is applied to the new local pay point 10a as recommended, this will modify the above costs and savings, depending on the size of any such award.

## **5. Equality Impact of proposals**

Appendix 1 shows the Equality Impact Assessment of the proposals made within this report.

There are 71 contracted employees currently within pay Band 1 (a total of 131 including casual workers) and 62 contracted employees in pay Band 2 (209 in total including casual workers).

Of the contracted employees in pay Band 1, 45% are female, and in pay Band 2 this figure is 69 %.

In essence, the proposals will mean the addition of a pay point at the top of Band 2 with the slight realignment of pay points within Band 2 to ensure that the pay grade is not too long (and is in accord with other pay bands) which means that the bottom pay point of Band 2 is two spinal column points greater. If adopted, the pay statement proposed will mean that all employees in pay Band 2 are placed at the top pay point within the grade to ensure that the pay policy of the Council relating to Living Wage is met.

Applying these measures will mean that all employees (other than training posts) are moved out of Band 1. This will have a positive effect for all employees albeit there is a slightly more beneficial effect to the male workforce. The positive changes experienced by the employees already in Band 2 will apply more favourably to female employees in terms of proportion.

The changes proposed do not differentiate between full and part-time work patterns.

If the proposals are adopted, there will be 133 contracted employees in the new Band 2 (based on current figures), 56% of whom will be female. The rise in pay in this new Band (and the placing of Band 1 employees into the new Band 2) does not carry adverse impact to our female workforce.

Potential differential impact on other protected criteria as defined in the Equality Act is also examined in the impact assessment shown in Appendix 1 but none is identified.

As part of the proposals, there are also changes to working conditions outlined that will affect Refuse Loaders, a job that is held exclusively by men. These changes to overtime arrangements are required to meet budgetary demands. If these changes are made at the same time as introduction of the Living Wage, affected employees will still remain substantially better off, both financially and in respect to working a shorter working week. Removal of all such overtime arrangements will be the subject of consultation in due course. Although identified for implementation at the same time as this Living Wage proposal as an expedient measure, this part of the

proposal is not linked specifically to the application of the Living Wage from an equality impact perspective.

The job evaluation principles are not compromised by this approach as employees are moved into Band 2 by the addition of correctly-evaluated tasks that will enrich the work of all employees currently employed within Band 1.

## **6. Summary of proposals for consultation**

The Appointments and Conditions of Service Committee proposes the following principles for consultation through the Joint Consultative and Safety Committee.

- 5.1 To pay a Living Wage from 1 April 2014 at the rate of £7.65.
- 5.2 To create a local pay point, 10a set at £7.65 with effect from 1 April 2014.
- 5.3 To amend the local pay scales as identified in section 3.2.
- 5.4 To adopt the model of “job enrichment” for all current Band 1 posts to move them to within the new Band 2.
- 5.5 To adopt the policy statement (section 3.2) to place contracted employees at local pay point 10a as a minimum.
- 5.6 To adopt the policy statement (section 3.2) to move existing employees easily into the new re-graded jobs.
- 5.7 To make payment to casual workers at a minimum rate of local pay point 10a.
- 5.8 To set the local pay point 10a at £7.65 with effect from 1 April 2014 and to apply to this pay point, any pay award derived from NJC pay bargaining for the year 2014/15 and thereafter.
- 5.9 To adopt the Living Wage at £7.65 from 1 April 2014 and to periodically review this arrangement and how it applies to pay locally.
- 5.10 To make appropriate changes to working practices as outlined in section 3.6 concurrently with the introduction of the Living Wage.

## **7. Recommendation**

The Committee is asked to:

- i. Note the content of the report and the proposals made.
- ii. Receive initial comments from union representatives.
- iii. Invite trade union representatives to consider the proposals and to forward comment or suggestion to the Corporate Director that will be reported back to, and considered by this JCSC towards the end of the formal consultation period.



## EQUALITY IMPACT NEEDS ASSESSMENT

<b>Policy/Service/Procedure to be assessed</b>	Introduction of Living Wage	
<b>Assessment completed by:</b>	David Archer	
<b>Aims/objectives of the Policy/Service/Procedure</b> To introduce the Living Wage at Gedling Borough Council at 1 April 2014 through the enrichment of all Band 1 jobs to ensure that all employees carry out work of at least Band 2 value and the introduction of a new local pay point within Band 2 equating to the Living Wage rate at 1 April 2014.		
<b>Key Performance Indicator</b>	<b>Current Performance</b>	<b>Target</b>
<b>Who are the customers and stakeholders of this service?</b> Employees in general and specifically those currently employed within pay Bands 1 and 2.		
<b>Detail below what information you already have about the impact this change to service delivery has on people as defined in the following list of protected criteria (including results from consultation, complaints, census etc):</b>		
<b>Age</b>	A large proportion of jobs in Bands 1 and 2 are leisure centre based, specifically Leisure Attendants. Refuse Loader jobs also account for a large proportion of Band 1 posts. Due to their nature, these jobs are often occupied by younger employees.	
<b>Disability</b>	No employees within Bands 1 or 2 have declared a disability	
<b>Gender Reassignment</b>	No information available.	
<b>Pregnancy and maternity</b>	There are no cases of maternity in these pay bands.	
<b>Marriage and civil</b>	No effective data held.	

<b>partnership</b>	
<b>Race</b>	Of the 25 employees who declare their background as not being "White; UK", 6 people currently work in Band 1 or 2 jobs (approximately 25%). This figure is proportionate in that Band 1 and 2 posts (133 contracted employees) accounts for about 25% of the total headcount of 540.
<b>Religion or belief</b>	No effective data held
<b>Gender</b>	Current Band 1: 71 contracted employees (total of 131 including casual workers). 45% female Current Band 2: 62 contracted employees (total of 209 including casual workers) 69% female  Moving all employees to a new Band 2 would mean 133 contracted employees being paid within the band, 56% of whom would be female.
<b>Sexual orientation</b>	No effective data held

<b>How will this change to service impact on people as defined in the following list of protected criteria:</b>		
	<b>Positive impact</b>	<b>Negative impact</b>
<b>Age</b>	Slight positive effect for younger employees.	None
<b>Disability</b>	None	None
<b>Gender Reassignment</b>	Unknown (no impact anticipated)	Unknown (no impact anticipated)
<b>Pregnancy and maternity</b>	None	None
<b>Marriage and civil partnership</b>	Unknown (no impact anticipated)	Unknown (no impact anticipated)
<b>Race</b>	No disproportionate impact	No disproportionate impact
<b>Religion or belief</b>	Unknown (no impact anticipated)	Unknown (no impact anticipated)
<b>Gender</b>	Slightly higher proportion of female employees will enjoy positive impact on pay.	None; all employees will be financially better off  (Changes to overtime working arrangements for Refuse Loaders will affect only men as there are no female job holders)
<b>Sexual orientation</b>	Unknown (no impact anticipated)	Unknown (no impact anticipated)

**What changes could be made to the policy/service/procedure to address any negative impacts?**

The timing of the introduction to changes to the overtime working arrangements for Refuse Loaders (removal of need to undertake contractual overtime) to coincide with implementation of the Living Wage in April 2014 will ensure that this occupational group still remains financially better off as well as enjoying a shorter working week.

**What monitoring will be carried out to ensure this policy/service/procedure meets diverse needs**

The proposal is that the Living Wage rate is reviewed periodically in future years.

**What actions will be included in your service plan arising from this assessment?**

Action	Outcome	Date	Who
Implementation of Living Wage in accordance with agreed policy	Gedling Council will pay the Living Wage at 1 April 2014	01.04.14	D Archer

**Are you satisfied that all aspects of this proposed change to service delivery have been thoroughly assessed for all the protected criteria and that no further investigation is required?      Yes**  
**If no then a fuller impact assessment is required.**

Signed.....DJ Archer.....(manager)  
 Signed.....DJ Archer.....Corporate Equality Representative)

## **Appendix Bi**

### **Current Cleaner job description and specification**

#### **CLEANER**

#### **GRADE**

Band 1

#### **SERVICE AREA**

Leisure & Culture / Building Services

#### **RESPONSIBLE TO**

Duty Officer / Cleaning Supervisor

#### **KEY FUNCTION/JOB PURPOSE**

To ensure a high standard of cleanliness is achieved and maintained at all times in accordance with prescribed Cleaning Contract specification.

#### **PRINCIPAL DUTIES**

1. To clean all areas to standards requested by Cleaning Specification in conjunction with fellow operatives as and when required to do so.
2. Ensure that all cleaning equipment and chemicals are used in the correct manner and that any faults to either equipment or the facility itself are reported immediately to a senior staff member.
3. All equipment used to be correctly stowed away after use in a neat and safe manner.
4. Ensure the Authority's Customer Care Policy is carried out at all times, by assisting and helping users of the centre and delivering a quality service.
5. To ensure required hours of work as specified in the cleaning contract are strictly adhered to.
6. Assist with and undertake measures relating to the application of Health and Safety requirements and directions applicable to the Centre and its operations. Application of the 'Control of Substances Hazardous to Health' (COSHH) regulations is essential.
7. Be familiar with the Centre's Quality System, completing documentation as required.
8. Assist when required by providing holiday and sickness cover for other operatives.
9. Perform other duties not specified but as may be required in order to facilitate performance of above duties.

#### **HOURS**

As per established Rota

# PERSON SPECIFICATION

**\*KEY**

A = Application form

I = Interview

T = Test

M = Medical

E/D = Essential or Desirable criteria

<b>POST TITLE:</b>	<b>P/T Cleaner</b>	<b>POST REF:</b>	<b>LRH90</b>
<b>DEPARTMENT:</b>	<b>Leisure</b>	<b>PAY BAND:</b>	<b>Band 1</b>
<b>SECTION:</b>	<b>Richard Herrod LC</b>	<b>DATE:</b>	<b>02 November 2009</b>

FACTOR	CRITERIA	E/D*	ASSESS BY A/I/T/M*
<b>1. RELEVANT EXPERIENCE</b>  Consider type, absolute minimum period, depth, evidence from outside work eg voluntary experience	General cleaning experience Experience of using industrial cleaning machines and chemicals	E D	A / I A / I
<b>2. QUALIFICATIONS/TRAINING</b>  Academic, professional, job related/vocational training			
<b>3. JOB RELATED SKILLS</b>  Level and type of skill eg oral, written, number driving, lifting, language	Able to read and understand written instructions and procedures Demonstrate a broad knowledge of Health and Safety Issues Demonstrate a broad understanding of COSHH Able to demonstrate knowledge of basic hygiene issues	E E E E	A / I A / I A / I A / I
<b>4. PERSONAL ATTRIBUTES</b>  The personal characteristics required to carry out the duties of the post and deal with the pressures	Demonstrate ability to work well within a team and also as an individual Able to demonstrate reliability and be a good timekeeper	E E	A / I A / I
<b>5. EQUAL OPPORTUNITIES</b>  Minimum requirement and particular requirements for this post (eg specialist knowledge)	To understand in a way appropriate to the job, how the principles of equality and diversity need to be applied within the Council	E	I
<b>6. THE GEDLING EMPLOYEE</b>	To be committed to the principles of "The Gedling Employee" in a way appropriate to the job.	E	I

## **Appendix Bii**

### **Proposed Cleaner job description and specification**

#### **CLEANER**

#### **GRADE**

Band 2

#### **SERVICE AREA**

Leisure & Culture / Building Services

#### **RESPONSIBLE TO**

Duty Officer / Cleaning Supervisor

#### **KEY FUNCTION/JOB PURPOSE**

To ensure a high standard of cleanliness is achieved and maintained at all times in accordance with prescribed cleaning contract specification.

#### **PRINCIPAL DUTIES**

1. To clean all areas to standards requested by Cleaning Specification in conjunction with fellow operatives as and when required to do so.
2. Ensure that all cleaning equipment and chemicals are used in the correct manner and that any faults to either equipment or the facility itself are reported immediately to a senior staff member.
3. All equipment used to be correctly stowed away after use in a neat and safe manner.
4. Ensure the Authority's Customer Care Policy is carried out at all times, by assisting and helping users of the centre and delivering a quality service.
5. To ensure required hours of work as specified in the cleaning contract are strictly adhered to.
6. Assist with and undertake measures relating to the application of Health and Safety requirements and directions applicable to the Centre and its operations. Application of the 'Control of Substances Hazardous to Health' (COSHH) regulations is essential.
7. Be familiar with the relevant service's Quality Systems, completing documentation as required.
8. Assist when required by providing holiday and sickness cover for other cleaners.
9. Assist with setting out of rooms and equipment
10. Provide a basic security/"greeting service" at reception as required.

11. Identify building maintenance issues (repairs, defects or faults) and report to supervisor.
9. Perform other duties not specified but as may be required in order to facilitate performance of above duties.

**HOURS**

As per established Rota

# PERSON SPECIFICATION

**\*KEY**

A = Application form

I = Interview

T = Test

M = Medical

E/D = Essential or Desirable criteria

<b>POST TITLE:</b>	<b>Cleaner</b>	<b>POST REF:</b>	
<b>DEPARTMENT:</b>	<b>Various</b>	<b>PAY BAND:</b>	<b>Band 2</b>
<b>SECTION:</b>	<b>Various</b>	<b>DATE:</b>	<b>February 2014</b>

FACTOR	CRITERIA	E/D*	ASSESS BY A/I/T/M*
<p><b>4. RELEVANT EXPERIENCE</b></p> <p>Consider type, absolute minimum period, depth, evidence from outside work eg voluntary experience</p>	<p>General cleaning experience</p> <p>Experience of using industrial cleaning machines and chemicals</p>	<p>E</p> <p>D</p>	<p>A / I</p> <p>A / I</p>
<p><b>5. QUALIFICATIONS/TRAINING</b></p> <p>Academic, professional, job related/vocational training</p>			
<p><b>6. JOB RELATED SKILLS</b></p> <p>Level and type of skill eg oral, written, number driving, lifting, language</p>	<p>Effective face-to-face communication</p> <p>Able to read and understand written instructions and procedures</p> <p>Demonstrate a broad knowledge of Health and Safety Issues</p> <p>Demonstrate a broad understanding of COSHH</p> <p>Able to demonstrate knowledge of basic hygiene issues</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p>
<p><b>4. PERSONAL ATTRIBUTES</b></p> <p>The personal characteristics required to carry out the duties of the post and deal with the pressures</p>	<p>Demonstrate ability to work well within a team and also as an individual</p> <p>Able to demonstrate reliability and be a good timekeeper</p> <p>Ability to maintain confidentiality</p>	<p>E</p> <p>E</p> <p>E</p>	<p>A / I</p> <p>A/I</p> <p>A/I</p>
<p><b>6. EQUAL OPPORTUNITIES</b></p> <p>Minimum requirement and particular requirements for this post (eg specialist knowledge)</p>	<p>To understand in a way appropriate to the job, how the principles of equality and diversity need to be applied within the Council</p>	<p>E</p>	<p>I</p>
<p><b>6. THE GEDLING EMPLOYEE</b></p>	<p>To be committed to the principles of "The Gedling Employee" in a way appropriate to the job.</p>	<p>E</p>	<p>I</p>

**Appendix Ci**  
**Current Bar Person job description and specification**

**BAR PERSON**

**LRH95**

**GRADE**

Band 1

**DEPARTMENT**

Leisure & Communities – Richard Herrod Centre

**RESPONSIBLE TO**

Duty Officer

**KEY FUNCTION/JOB PURPOSE**

To ensure a high standard of bar services is maintained.

**PRINCIPAL DUTIES**

1. Ensure that all the statutory requirements relating to the Licensing Laws concerning the Richard Herrod Centre are strictly adhered to.
2. Assist and undertake measures relating to the application of Health and Safety requirements and directives applicable to the Centre and its operatives. Application of the 'Control of Substances Hazardous to Health' (COSHH) regulations are essential.
3. Ensure the prompt opening and closing hours in accordance with regulations.
4. Ensure the prompt service of drinks and snacks and accurate receipt of payment. The bar should be manned at all times with a high degree of vigilance maintained throughout; post holders will be expected to maintain strict compliance to stock control measures for all bar items.
5. Ensure prompt and accurate cashing up procedure is adhered to.
6. Assist in maintaining a high standard of cleanliness in the bar at all times.
7. Ensure the Authority's Customer Care policy is carried out at all times, assisting and helping the users of the Centre and delivering a quality service.
8. Perform other duties not specified but as required in order to facilitate performance of the above duties.

**HOURS**

As rota

# PERSON SPECIFICATION

**\*KEY**

A = Application form

I = Interview

T = Test

M = Medical

E/D = Essential or Desirable criteria

<b>POST TITLE:</b>	<b>P/T Bar Person</b>	<b>POST REF:</b>	<b>LRH95</b>
<b>DEPARTMENT:</b>	<b>Leisure &amp; Communities</b>	<b>PAY BAND:</b>	<b>1</b>
<b>SECTION:</b>	<b>Richard Herrod Centre</b>	<b>DATE:</b>	<b>10 March 2011</b>

FACTOR	CRITERIA	E/D*	ASSESS BY A/I/T/M*
<b>1. RELEVANT EXPERIENCE</b> Consider type, absolute minimum period, depth, evidence from outside work eg voluntary experience	Previous cellar work related experience. Previous work related experience.	D D	A/I A/I
<b>2. QUALIFICATIONS/TRAINING</b> Academic, professional, job related/vocational training	A basic understanding of licensing conditions and laws. Knowledge of basic hygiene issues. Have basic understanding of C.O.S.H.H.	E E D	A/I A/I A/I
<b>3. JOB RELATED SKILLS</b> Level and type of skill eg oral, written, number driving, lifting, language	Ability to handle cash accurately. Numerical skills. Clear speaking voice	E E E	A/I A/I I
<b>4. PERSONAL ATTRIBUTES</b> The personal characteristics required to carry out the duties of the post and deal with the pressures	Good team and individual player Must be excellent and reliable timekeeper. Must be 18 years old + High standard of personal hygiene.	E E E E	A/I A/I A A/I
<b>5. EQUAL OPPORTUNITIES</b> Minimum requirement and particular requirements for this post	To understand in a way appropriate to the job, how the principles of equality and diversity need to be applied within the Council	E	I
<b>6. THE GEDLING EMPLOYEE</b>	To be committed to the principles of "The Gedling Employee" in a way appropriate to the job.	E	I
<b>7. WORK CIRCUMSTANCES</b> Unusual hours, travel, residential post.	Must be flexible to cover for absences through sickness, holiday's etc.	E	I

**Appendix Cii**  
**Proposed Bar Person job description and specification**

**BAR PERSON**

**GRADE**

Band 2

**DEPARTMENT**

Leisure & Communities

**RESPONSIBLE TO**

Duty Officer

**KEY FUNCTION/JOB PURPOSE**

To ensure a high standard of bar services is maintained.

**PRINCIPAL DUTIES**

1. Ensure that all the statutory requirements relating to the Licensing Laws are strictly adhered to.
2. Assist and undertake measures relating to the application of Health and Safety requirements and directives applicable to the Centre and its operatives. Application of the 'Control of Substances Hazardous to Health' (COSHH) regulations are essential.
3. Ensure the prompt opening and closing hours in accordance with regulations.
4. Ensure the prompt service of drinks and snacks and accurate receipt of payment.
5. Ensure stock is properly controlled and accounted for.
6. Ensure prompt and accurate cash handling and cashing up procedure is adhered to.
7. Assist in maintaining a high standard of cleanliness in the bar at all times.
8. Ensure the Authority's Customer Care policy is carried out at all times, assisting and helping the users of the Centre and delivering a quality service.
9. Undertake general cleaning duties as required both in the bar area and more widely within the centre.
10. Identify building maintenance issues (repairs, defects or faults) and report to supervisor.
11. Assisting with setting up and breaking down of centre equipment.
12. Perform other duties not specified but as required in order to facilitate performance of the above duties.

**HOURS**

As rota

# PERSON SPECIFICATION

**\*KEY**

A = Application form

I = Interview

T = Test

M = Medical

E/D = Essential or Desirable criteria

<b>POST TITLE:</b>	<b>Bar Person</b>	<b>POST REF:</b>	<b>LRH95</b>
<b>DEPARTMENT:</b>	<b>Leisure &amp; Communities</b>	<b>PAY BAND:</b>	<b>2</b>
<b>SECTION:</b>		<b>DATE:</b>	<b>February 2014</b>

FACTOR	CRITERIA	E/D*	ASSESS BY A/I/T/M*
<b>4. RELEVANT EXPERIENCE</b> Consider type, absolute minimum period, depth, evidence from outside work eg voluntary experience	Previous cellar work related experience. Previous work related experience.	D D	A/I A/I
<b>5. QUALIFICATIONS/TRAINING</b> Academic, professional, job related/vocational training	A basic understanding of licensing conditions and laws. Knowledge of basic hygiene issues. Have basic understanding of C.O.S.H.H.	E E D	A/I A/I A/I
<b>6. JOB RELATED SKILLS</b> Level and type of skill eg oral, written, number driving, lifting, language	Ability to handle cash accurately. Numerical skills. Clear speaking voice	E E E	A/I A/I I
<b>4. PERSONAL ATTRIBUTES</b> The personal characteristics required to carry out the duties of the post and deal with the pressures	Good team and individual player Must be excellent and reliable timekeeper. Must be 18 years old + High standard of personal hygiene. Able to carry out full range of cleaning, and lifting and handling tasks	E E E E E	A/I A/I A A/I A/I
<b>12. EQUAL OPPORTUNITIES</b> Minimum requirement and particular requirements for this post	To understand in a way appropriate to the job, how the principles of equality and diversity need to be applied within the Council	E	I
<b>13. THE GEDLING EMPLOYEE</b>	To be committed to the principles of "The Gedling Employee" in a way appropriate to the job.	E	I
<b>14. WORK CIRCUMSTANCES</b> Unusual hours, travel, residential post.	Must be flexible to cover for absences through sickness, holiday's etc.	E	I

## **Appendix Di**

### **Current Sports Hall Attendant job description and specification**

#### **P/T SPORTS HALL ATTENDANT**

**LCA85A**

#### **GRADE**

Band 1

#### **DEPARTMENT**

Leisure Services

#### **LOCATION**

Calverton Leisure Centre

#### **RESPONSIBLE TO**

Duty Officer

#### **MAIN DUTIES OF THE POSITION**

1. Setting out and putting away of equipment required in the sports hall and gymnasium
2. Sweep out and mop the dry side changing rooms
3. Litter picking outdoors– paths and grassed areas.
4. Patrol the changing rooms and sports areas
5. Ensuring the reception area is kept tidy
6. Assisting the supervisor as required
7. To be familiar with fire alarm procedures
8. General end of day security duties
9. Assisting with children's parties
10. Perform other duties not specified but as may be required in order to facilitate performance of the above duties.

#### **HOURS**

As per established rota

**Note. This post is formally defined as "Safety critical Job" in the new Substance misuse policy.**

# PERSON SPECIFICATION

**\*KEY**

A = Application form

I = Interview

T = Test

M = Medical

E/D = Essential or Desirable criteria

<b>POST TITLE:</b>	<b>Part Time Sportshall Attendant</b>	<b>POST REF:</b>	<b>LCA85A</b>
<b>DEPARTMENT:</b>	<b>Leisure Services</b>	<b>PAY BAND:</b>	<b>1</b>
<b>SECTION:</b>	<b>Calverton Leisure Centre</b>	<b>DATE:</b>	<b>26 April 2007</b>

<b>FACTOR</b>	<b>CRITERIA</b>	<b>E/D*</b>	<b>ASSESS BY A/I/T/M*</b>
<b>1 RELEVANT EXPERIENCE</b> Consider type, absolute minimum period, depth, evidence from outside work eg voluntary experience	Experience of working with children	D	A/I
<b>2 QUALIFICATIONS/TRAINING</b> Academic, professional, job related/vocational training	English GCSE Grade C or above or equivalent CSLA qualification A sports coaching qualification Fitness qualification – BAWLA or YMCA	E E D D	A A A A
<b>3 JOB RELATED SKILLS</b> Level and type of skill eg oral, written, number driving, lifting, language	Able to demonstrate customer care skills Clear speaking voice	E E	A/I I
<b>4. PERSONAL ATTRIBUTES</b> The personal characteristics required to carry out the duties of the post and deal with the pressures	General interest in sport Ability to work within a team Able to show good timekeeping skills Able to demonstrate reliability Willing to undertake varied duties and to be adaptable	E E E E E	A A/I A/I A/I A/I
<b>5 EQUAL OPPORTUNITIES</b> Minimum requirement and particular requirements for this post (eg specialist knowledge)	To understand in a way appropriate to the job, how the principles of equality and diversity need to be applied within the Council	E	I

<b>6 WORK CIRCUMSTANCES</b> Unusual hours, travel, residential post.	Some flexibility regarding additional hours when required.	E	A/I
<b>15. THE GEDLING EMPLOYEE</b>	To be committed to the principles of "The Gedling Employee" in a way appropriate to the job.	E	I

## **Appendix Dii**

### **Proposed Sports Hall Attendant job description and specification (Re-titled Facility Attendant)**

#### **FACILITY ATTENDANT**

#### **GRADE**

Band 2

#### **DEPARTMENT**

Leisure & Culture

#### **RESPONSIBLE TO**

Assistant Manager

#### **KEY FUNCTION/JOB PURPOSE**

This is a general support role. There may be a requirement to undertake any or all of the duties listed, usually the nature of duties will focus on a specific general area of work based around either preparation of leisure facilities or cleaning work.

#### **PRINCIPAL DUTIES**

1. To clean all areas of the leisure centre as directed and to standards requested by Cleaning Specifications as and when required to do so.
2. The setting out and putting away of equipment required in all areas of the leisure centre. In accordance with manual handling guidance and as per the centre procedures.
3. Patrol inside and outside the facility
4. Supervise users taking part in activities and events.
5. To be familiar and follow the centres fire alarm procedures
6. General start and end of day security duties
7. Ensure that all cleaning equipment and chemicals are used in the correct manner and that any faults to either equipment or the facility itself are reported immediately to a senior staff member.
8. All equipment used to be correctly stowed away after use in a neat and safe manner.
9. Ensure the Authority's Customer Care Policy is carried out at all times, by assisting and helping users of the centre and delivering a quality service.
10. Assist with and undertake measures relating to the application of Health and Safety requirements and directions applicable to the Centre and its operations. Application of the 'Control of Substances Hazardous to Health' (COSHH) regulations is essential.
11. Be familiar with the Leisure Centre's Quality System, completing documentation as required.

12. Assist on reception as required and ensure compliance with cash handling and cashing up procedures.
13. Identify building maintenance issues (repairs, defects or faults) and report to supervisor.
14. Perform other duties not specified but as may be required in order to facilitate performance of above duties.

## **HOURS**

As per established rota

**Note. This post is formally defined as “Safety critical Job” in the new Substance misuse policy.**

**February 2014**

# PERSON SPECIFICATION

**\*KEY**

A = Application form

I = Interview

T = Test

M = Medical

E/D = Essential or Desirable criteria

<b>POST TITLE:</b>	<b>Facility Attendant</b>	<b>POST REF:</b>	<b>LCA85A</b>
<b>DEPARTMENT:</b>	<b>Leisure Services</b>	<b>PAY BAND:</b>	<b>2</b>
<b>SECTION:</b>	<b>Calverton Leisure Centre</b>	<b>DATE:</b>	<b>February 2014</b>

<b>FACTOR</b>	<b>CRITERIA</b>	<b>E/D*</b>	<b>ASSESS BY A/I/T/M*</b>
<b>1 RELEVANT EXPERIENCE</b> Consider type, absolute minimum period, depth, evidence from outside work eg voluntary experience	Experience of supervision of events or activities, particularly children's events	D	A/I
<b>4 QUALIFICATIONS/TRAINING</b> Academic, professional, job related/vocational training	Effective communicator using both the written and spoken word. CSLA qualification or equivalent (to NVQ level 1) A sports coaching qualification Fitness qualification – BAWLA or YMCA (NVQ level 2 or equivalent)	E E D D	A A A A
<b>5 JOB RELATED SKILLS</b> Level and type of skill eg oral, written, number driving, lifting, language	Able to demonstrate customer care skills Clear speaking voice	E E	A/I I
<b>4. PERSONAL ATTRIBUTES</b> The personal characteristics required to carry out the duties of the post and deal with the pressures	General interest in sport or leisure Ability to work within a team Able to show good timekeeping skills Able to demonstrate reliability Willing to undertake varied duties and to be adaptable	E E E E E	A A/I A/I A/I A/I
<b>7 EQUAL OPPORTUNITIES</b> Minimum requirement and particular requirements for this post (eg specialist knowledge)	To understand in a way appropriate to the job, how the principles of equality and diversity need to be applied within the Council	E	I

<b>8 WORK CIRCUMSTANCES</b> Unusual hours, travel, residential post.	Some flexibility regarding additional hours when required.	E	A/I
<b>16. THE GEDLING EMPLOYEE</b>	To be committed to the principles of "The Gedling Employee" in a way appropriate to the job.	E	I

## Appendix Ei

### Current Refuse Loader job description and specification

#### **REFUSE & RECYCLING LOADER**

**DRR06**

#### **GRADE**

Band 1

#### **SECTION**

Waste Services

#### **LOCATION**

Based at Jubilee Road Depot and working at various locations throughout the Gedling Borough Council area.

#### **RESPONSIBLE TO**

Waste Operations Supervisor

#### **MAIN DUTIES**

- 1 The emptying of refuse (Trade, Specials and Domestic) as required into refuse collection vehicle ensuring operations are carried out in accordance with vehicle manufacturer's recommendations.
- 2 Completing all paperwork as required including your worksheets/time sheets.
3. When required, collect wheeled bins or sacks from properties in accordance with "Pull Out" request list.
4. On completion of emptying of container, bin or sack ensure any spillage is cleared from the Highway.
5. When required, carry out other duties including working on other refuse activities, street cleansing or winter maintenance works as directed.
6. Ensuring all work carried out is completed in an efficient manner, having due regard for the safety of the public, other employees and self.
7. Ensuring that appropriate Personal Protective Clothing is worn at all times.
8. Carrying out such other duties as requested by your line manager.

This work is of a physical nature and is outside in all weather conditions.

**This post is formally defined as a "Safety Critical Job" in the new Substance Misuse policy.**

The above is not intended to be full description of the duties or conditions of service attaching to this post and is only given as an indication of the main duties and conditions relevant at this time.

**29-Jan-14**

# PERSON SPECIFICATION

**\*KEY**

A = Application form

I = Interview

T = Test

M = Medical

E/D = Essential or Desirable criteria

<b>POST TITLE:</b>	<b>Refuse/Recycling Loader</b>	<b>POST REF:</b>	<b>DRR06</b>
<b>DEPARTMENT:</b>	<b>Direct Services</b>	<b>PAY BAND:</b>	<b>Band 1</b>
<b>SECTION:</b>	<b>Waste Services</b>	<b>DATE:</b>	<b>14 November 2011</b>

<b>FACTOR</b>	<b>CRITERIA</b>	<b>E/D*</b>	<b>ASSESS BY A/I/T/M*</b>
<b>1 RELEVANT EXPERIENCE</b>  Consider type, absolute minimum period, depth, evidence from outside work eg voluntary experience	Previous refuse loading experience Manual Handling Experience of working in a team	D E E	A/I A/I A/I
<b>2 JOB RELATED SKILLS</b>  Level and type of skill eg oral, written, number driving, lifting, language	Able to complete work and time sheets Ability to comply with verbal/written instructions Physically able to move heavy loads safely Awareness of Health and Safety for self, colleagues and members of the public Experience of dealing with customers and customer care Able to walk long distances on a daily basis	E E E E E E	A/I A A/M A/I A/I A/M
<b>3 EQUAL OPPORTUNITIES</b>  Minimum requirement and particular requirements for this post (eg specialist knowledge)	To understand in a way appropriate to the job, how the principles of equality and diversity need to be applied within the Council	E	I
<b>4 THE GEDLING EMPLOYEE</b>	To be committed to the principles of "The Gedling Employee" in a way appropriate to the job.	E	I

## **Appendix Eii**

### **Proposed Refuse Loader job description and specification**

#### **REFUSE & RECYCLING LOADER**

**DRR06**

#### **GRADE**

Band 2

#### **SECTION**

Waste Services

#### **LOCATION**

Based at the council's depot and working at various locations throughout the Gedling Borough Council area.

#### **RESPONSIBLE TO**

Waste Operations Supervisor

#### **MAIN DUTIES**

- 1 The emptying of refuse (Trade, Specials and Domestic) as required into refuse collection vehicle ensuring operations are carried out in accordance with vehicle manufacturer's recommendations.
- 2 Completing all paperwork as required including your worksheets/time sheets.
3. When required, collect wheeled bins or sacks from properties in accordance with "Pull Out" request list.
4. On completion of emptying of container, bin or sack ensure any spillage is cleared from the Highway.
5. When required, carry out other duties including working on other refuse activities, street cleansing or winter maintenance works as directed.
6. Ensuring all work carried out is completed in an efficient manner, having due regard for the safety of the public, other employees and self, including performing of "banksman" duties.
7. Ensuring that appropriate Personal Protective Clothing is worn at all times.
8. Record incidents of fly tipping, collect evidence (photographs etc) and remove if practical.
12. Community safety; record and report to supervisors, matters of concern that may be observed including those relating to welfare of children or vulnerable adults, damage to council property, etc
13. Deliver (and record delivery where required) of council information; occasionally, where appropriate engage with members of the public in order to explain council procedures.

14. Record and report occasions of graffiti and littering
9. Carrying out such other duties as requested by your line manager.

This work is of a physical nature and is outside in all weather conditions.

**This post is formally defined as a “Safety Critical Job” in the new Substance Misuse policy.**

The above is not intended to be full description of the duties or conditions of service attaching to this post and is only given as an indication of the main duties and conditions relevant at this time.

# PERSON SPECIFICATION

**\*KEY**

A = Application form

I = Interview

T = Test

M = Medical

E/D = Essential or Desirable criteria

<b>POST TITLE:</b>	<b>Refuse/Recycling Loader</b>	<b>POST REF:</b>	<b>DRR06</b>
<b>DEPARTMENT:</b>	<b>Direct Services</b>	<b>PAY BAND:</b>	<b>Band 2</b>
<b>SECTION:</b>	<b>Waste Services</b>	<b>DATE:</b>	<b>February 2014</b>

<b>FACTOR</b>	<b>CRITERIA</b>	<b>E/D*</b>	<b>ASSESS BY A/I/T/M*</b>
<p><b>5 RELEVANT EXPERIENCE</b></p> <p>Consider type, absolute minimum period, depth, evidence from outside work eg voluntary experience</p>	<p>Previous refuse loading experience</p> <p>Manual Handling</p> <p>Experience of working in a team</p>	<p>D</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>
<p><b>6 JOB RELATED SKILLS</b></p> <p>Level and type of skill eg oral, written, number driving, lifting, language</p>	<p>Able to complete work and time sheets</p> <p>Ability to comply with verbal/written instructions</p> <p>Physically able to move heavy loads safely</p> <p>Awareness of Health and Safety for self, colleagues and members of the public</p> <p>Experience of dealing with customers and customer care</p> <p>Able to walk long distances on a daily basis</p> <p>Able to record events and actions for later report to supervisor</p> <p>Able to give advice to customers on relevant council policy and process</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A</p> <p>A/M</p> <p>A/I</p> <p>A/I</p> <p>A/M</p> <p>A/I</p> <p>A/I</p>
<p><b>7 EQUAL OPPORTUNITIES</b></p> <p>Minimum requirement and particular requirements for this post (eg specialist knowledge)</p>	<p>To understand in a way appropriate to the job, how the principles of equality and diversity need to be applied within the Council</p>	<p>E</p>	<p>I</p>
<p><b>8 THE GEDLING EMPLOYEE</b></p>	<p>To be committed to the principles of "The Gedling Employee" in a way appropriate to the job.</p>	<p>E</p>	<p>I</p>

## Appendix Fi

### Current Switchboard Operator job description and specification

#### **SWITCHBOARD OPERATOR**

LZD11

#### **SALARY**

Band 1

#### **DEPARTMENT**

Customer Services and Organisational Development

#### **SECTION**

Customer Services

#### **LOCATION**

Civic Centre, Arnot Hill Park, Arnold, Nottingham.

#### **RESPONSIBLE TO**

Gedling 1Stop Manager

#### **KEY ACTIVITIES**

To provide a switchboard operating service and undertake general clerical duties.

#### **MAIN DUTIES**

- 1) Answering all switchboard calls and diverting them to the relevant officer/department.
- 2) Resolving queries where possible before referral.
- 3) General clerical support duties.
- 4) Updating general information on Computer systems
- 5) Any other duties of a nature consistent with the above grade, which may arise from time to time within the department.

#### **CONTACTS**

Public, Government Agencies, other Local Authorities, other departments.

#### **Hours**

The Council's flexitime scheme does not apply to this post.

The above is not intended to be a full description of the duties or conditions of service attached to this post and are only given as an indication of the main duties and conditions relevant at this time.

# PERSON SPECIFICATION

**\*KEY**

A = Application form

I = Interview

T = Test

M = Medical

E/D = Essential or Desirable criteria

<b>POST TITLE:</b>	<b>Switchboard Operator</b>	<b>POST REF:</b>	<b>LZD11</b>
<b>DEPARTMENT:</b>	<b>Customer Services and Organisational Development</b>	<b>PAY BAND:</b>	<b>1</b>
<b>SECTION:</b>	<b>Customer Services</b>	<b>DATE:</b>	<b>27.5.2008</b>

<b>FACTOR</b>	<b>CRITERIA</b>	<b>E/D*</b>	<b>ASSESS BY A/I/T/M*</b>
<b>1 RELEVANT EXPERIENCE</b> Consider type, absolute minimum period, depth, evidence from outside work eg voluntary experience	1 years switchboard operation Knowledge of Local Government services	D D	A/I A/I
<b>2 QUALIFICATIONS/TRAINING</b> Academic, professional, job related/vocational training	Relevant qualifications, for example NVQ	D	A A
<b>3 JOB RELATED SKILLS</b> Level and type of skill eg oral, written, number driving, lifting, language	Good communication skills using the written word Good communication skills using the spoken word Good listening skills Good Keyboard skills	E E E E	A I A/I A/I
<b>4 PERSONAL ATTRIBUTES</b> The personal characteristics required to carry out the duties of the post and deal with the pressures	Commitment to a high standard of customer care Ability to use own initiative Ability to remain calm and to deal with customers effectively at all times	E E E	A/I A/I A/I
<b>5 EQUAL OPPORTUNITIES</b> Minimum requirement and particular requirements for this post (eg specialist knowledge)	To understand in a way appropriate to the job, how the principles of equality and diversity need to be applied within the Council.	E	A/I
<b>6 WORK CIRCUMSTANCES</b> Unusual hours, travel, residential post.	Willingness to work with flexibility to meet the needs of the organisation	E	I
<b>9 THE GEDLING EMPLOYEE</b>	To be committed to the principles of "The Gedling Employee" in a way appropriate to the job.	E	I

## **Appendix Fii**

### **Proposed Switchboard Operator job description and specification**

#### **SWITCHBOARD OPERATOR**

**LZD11**

#### **SALARY**

Band 2

#### **DEPARTMENT**

Customer Services and Organisational Development

#### **SECTION**

Customer Services

#### **LOCATION**

Civic Centre, Arnot Hill Park, Arnold, Nottingham.

#### **RESPONSIBLE TO**

Gedling 1Stop Manager

#### **KEY ACTIVITIES**

To provide a switchboard operating service and undertake general clerical duties.

#### **MAIN DUTIES**

- 6) Answering all switchboard calls and email contacts and diverting them to the relevant officer/department.
- 7) Resolving queries where possible before referral.
- 8) General clerical support duties including: staffing reception, document scanning, copying, filing and diary management for appropriate officers.
- 9) Updating general information on Computer systems
- 10) Any other duties of a nature consistent with the above grade, which may arise from time to time within the department.

#### **CONTACTS**

Public, Government Agencies, other Local Authorities, other departments.

#### **Hours**

As determined by fixed work pattern.

The Council's flexitime scheme does not apply to this post.

The above is not intended to be a full description of the duties or conditions of service attached to this post and are only given as an indication of the main duties and conditions relevant at this time.

# PERSON SPECIFICATION

**\*KEY**

A = Application form

I = Interview

T = Test

M = Medical

E/D = Essential or Desirable criteria

<b>POST TITLE:</b>	<b>Switchboard Operator</b>	<b>POST REF:</b>	<b>LZD11</b>
<b>DEPARTMENT:</b>	<b>Customer Services and IT</b>	<b>PAY BAND:</b>	<b>2</b>
<b>SECTION:</b>	<b>Customer Services</b>	<b>DATE:</b>	<b>February 2014</b>

<b>FACTOR</b>	<b>CRITERIA</b>	<b>E/D*</b>	<b>ASSESS BY A/I/T/M*</b>
<b>1 RELEVANT EXPERIENCE</b> Consider type, absolute minimum period, depth, evidence from outside work eg voluntary experience	1 year's switchboard operation Knowledge of Local Government services	D D	A/I A/I
<b>2 QUALIFICATIONS/TRAINING</b> Academic, professional, job related/vocational training	Relevant qualifications, for example NVQ 2 Customer Service	E	A A
<b>3 JOB RELATED SKILLS</b> Level and type of skill eg oral, written, number driving, lifting, language	Good communication skills using the written word Good communication skills using the spoken word Good listening skills Good Keyboard skills	E E E E	A I A/I A/I
<b>4 PERSONAL ATTRIBUTES</b> The personal characteristics required to carry out the duties of the post and deal with the pressures	Commitment to a high standard of customer care Ability to use own initiative Ability to remain calm and to deal with customers effectively at all times Accuracy and attention to detail.	E E E E	A/I A/I A/I A/I
<b>5 EQUAL OPPORTUNITIES</b> Minimum requirement and particular requirements for this post (eg specialist knowledge)	To understand in a way appropriate to the job, how the principles of equality and diversity need to be applied within the Council.	E	A/I
<b>6 WORK CIRCUMSTANCES</b> Unusual hours, travel, residential post.	Willingness to work with flexibility to meet the needs of the organisation	E	I
<b>10 THE GEDLING EMPLOYEE</b>	To be committed to the principles of "The Gedling Employee" in a way appropriate to the job.	E	I

## **Appendix Gi**

### **Current Cleaning Supervisor job description and specification**

#### **PART-TIME CLEANING SUPERVISOR**

##### **GRADE**

Band 2

##### **DEPARTMENT**

Asset Management

##### **SECTION**

Facilities and Caretaking Services

##### **LOCATION**

Offices and buildings in Arnot Hill Park and Jubilee Depot

##### **KEY FUNCTIONS/JOB PURPOSE**

Responsible for Supervision of the daily internal cleaning of the buildings, located in Arnot Hill Park and Jubilee Depot and for undertaking concierge duties in the Civic Centre for evening meetings and events.

##### **PRINCIPAL DUTIES**

- Allocate duties to cleaning staff at the start of each daily shift
- Monitor attendance and receive details of absentees of cleaning staff and arrange suitable cover and/or re-allocate cleaning duties.
- Cover for absent cleaners by carrying out cleaning duties, e.g mopping, dusting, vacuuming and wiping down.
- Check and record that day to day cleaning operations are being carried out in accordance with the agreed Specification and in a safe manner.
- Inspect the cleaning work being undertaken by the cleaning staff to ensure that standards are being met in accordance with the agreed Specification.
- Receive observations/comments and complaints from building users in respect of standards of cleaning, with a view to rectifying any reported incidents of cleaning standards not being met.
- Maintain records of sickness and holiday leave, overtime and any additional duties performed by the cleaning staff.

- Monitor and maintain the stock of cleaning materials and submit details for re-ordering.
- Monitor and record the use and condition of equipment used by the cleaning staff and report any faults to the Facilities Manager.
- Assist the Facilities Manager to ensure that 'out of hours' cleaning procedures do not prejudice building security, or infringe upon Data Protection Legislation.
- Attend on the main reception of the Civic Centre for evening meetings to receive and direct visitors and to assist the caretaking staff to maintain the security of the building against unauthorised access.

## PERSON SPECIFICATION

**POST:** Part time Cleaning Supervisor

**DEPARTMENT:** Asset Management

**SECTION:** Facilities and Caretaking Services

FACTOR	CRITERIA	ESSENTIAL/DESIRABLE	ASSESSED BY
Relevant Experience	Experience of carrying out commercial cleaning duties	E	A,I
	Experience in a supervisory role	D	A,I
Qualifications/Training	Willing to undertake cleaning industry approved training	E	I
Job Related Skills	Able to keep clear written records	E	A,I
Personal Attributes	Able to be flexible regarding hours of work and response to calls outside of normal shift patterns	E	I
	Able to communicate effectively to staff and customers	E	I
	Ability to demonstrate commitment to a high level of customer care	E	A,I
Equal Opportunities	To understand, in a way appropriate to the job, how the principles of equality and diversity need to be applied within the Council	E	I
The Gedling Employee	To be committed to the principles of "The Gedling Employee" in a way appropriate to the job.	E	I
Work Circumstances	Able to move furniture/equipment as necessary and access all areas of buildings within the cleaning regime.	E	M,I

## **Appendix Gii**

### **Proposed Cleaning Supervisor job description and specification**

#### **CLEANING SUPERVISOR**

#### **GRADE**

Band 3

#### **DEPARTMENT**

Asset Management

#### **SECTION**

Facilities and Caretaking Services

#### **LOCATION**

Offices and buildings in Arnot Hill Park and Jubilee Depot

#### **KEY FUNCTIONS/JOB PURPOSE**

Responsible for Supervision of the daily internal cleaning of the buildings, located in Arnot Hill Park and Jubilee Depot and for undertaking concierge duties in the Civic Centre for evening meetings and events.

#### **PRINCIPAL DUTIES**

- Allocate duties to cleaning staff at the start of each daily shift
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- Maintain records of sickness and holiday leave, overtime and any additional duties performed by the cleaning staff.

- Monitor and maintain the stock of cleaning materials and submit details for re-ordering.
- Monitor and record the use and condition of equipment used by the cleaning staff and report any faults to the Facilities Manager.
- Assist the Facilities Manager to ensure that 'out of hours' cleaning procedures do not prejudice building security, or infringe upon Data Protection Legislation.
- Attend on the main reception of the Civic Centre for evening meetings to receive and direct visitors and to assist the caretaking staff to maintain the security of the building against unauthorised access.
- Conduct annual Performance and Development Reviews for cleaning staff.
- Contribute to production of risk assessments for cleaning work.
- Record and report building defects identified by cleaning staff.
- Assist Caretakers with events as appropriate including room layouts, etc.

## PERSON SPECIFICATION

**POST:** Cleaning Supervisor

**DEPARTMENT:** Asset Management

**SECTION:** Facilities and Caretaking Services

FACTOR	CRITERIA	ESSENTIAL/DESIRABLE	ASSESSED BY
Relevant Experience	Experience of carrying out commercial cleaning duties	E	A,I
	Experience in a supervisory role	D	A,I
Qualifications/Training	Willing to undertake cleaning industry approved training	E	I
Job Related Skills	Able to keep clear written records	E	A,I
Personal Attributes	Able to be flexible regarding hours of work and response to calls outside of normal shift patterns	E	I
	Able to communicate effectively to staff and customers	E	I
	Ability to demonstrate commitment to a high level of customer care	E	A,I
	Able to comply with checks to allow work in restricted secure areas (such as Police offices)	E	A/T
Equal Opportunities	To understand, in a way appropriate to the job, how the principles of equality and diversity need to be applied within the Council	E	I
The Gedling Employee	To be committed to the principles of "The Gedling Employee" in a way appropriate to the job.	E	I
Work Circumstances	Able to move furniture/equipment as necessary and access all areas of buildings within the cleaning regime.	E	M,I