

Site Assistant Job Profile

Service: Country Parks	Grade Scale: Grade 1 Level 1
Reports to: Duty Officer	

Purpose of Job
To ensure the high quality of customer care within the visitors' facilities through the maintenance and inspection of premises and equipment.

Key tasks and responsibilities
<ul style="list-style-type: none"> To ensure the cleanliness of premises and grounds Monitoring of grounds for safety and maintenance Quality interaction with the public Visitor and Traffic Management Assistance with events, activities and displays Liaison with other colleagues as required

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training		
Skills, knowledge, experience		<p>Maintaining standards of cleanliness and presentation within a facility/visitor attraction.</p> <p>Experience of using tools for basic joinery.</p>
Personal Qualities	<p>Motivated, flexible attitude to work, ability to work on own initiative</p> <p>Customer focused.</p> <p>Supportive team player</p>	
Other		
Safer Recruitment Checks		

As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.
<ul style="list-style-type: none"> • Asylum and Immigration right to work in the UK
<ul style="list-style-type: none"> • Reference check: external candidates require 2 references, one of which must be your from present or most recent employer: Internal candidates require 1 reference from current line manager.
<ul style="list-style-type: none"> • Candidate Disclosure Check, where applicable

Behaviour Framework
The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:
Own It – what can you do
<ul style="list-style-type: none"> • Are motivated to deliver the best possible services possible. • Aim to get things right first time and commit to continuous improvement. • Demonstrate fairness, inclusivity, valuing diversity and equality. • Ensure compliance with external/internal regulations and that you and others are responsible and accountable. • Take ownership of decisions and consider the wider implications for you, the team, and the organisation. • See a job through to completion. • Be accountable for outcomes good or bad.
Be a great team - what can you do
<ul style="list-style-type: none"> • Work together with colleagues and customers and take time to build effective working relationships. • Celebrate team success and create a positive team spirit. • Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves. • Encourage working together for the benefit of customers. • Works alongside internal and external colleagues to meet common objectives. • Actively and respectfully listens to people in order to understand them and their views. • Contributes appropriately to team and other meetings and discussions. • Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.
Do the right thing – what can you do
<ul style="list-style-type: none"> • Display a positive attitude. • Are enthusiastic in your approach to tasks. • Lead by example through sharing your knowledge and skills with others. • Provide support to your colleagues and team. • Is aware of and adheres to professional codes of practice and the code of conduct and understand how these impact on employment.
Be Positive - what you can do
<ul style="list-style-type: none"> • Are punctual and friendly and demonstrate a positive professional attitude. • Take pride in your own work and that of your team members.

- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.