JOB DESCRIPTION

JOB TITLE:	**Guildhall Assistant**
PLACE OF WORK:	**Guildhall, Chard**
SPINE POINT:	**SCP 5-7**
HOURS OF WORK:	**16 hours per week as required**
ALLOWANCES:	**None**
REPORTS TO:	**Senior Caretaker**
MANAGEMENT RESPONSIBILITIES:	**None**

A Main Purpose of the Job

As an Assistant at Chard Guildhall, you will play a key role in ensuring a clean and hygienic environment for our customers and staff.

B Areas of Day-to-Day Responsibility

- Sweep, mop, vacuum, and dust floors and surfaces to maintain cleanliness and order.
- Sanitize and disinfect high-touch areas such as door handles, light switches, and countertops.
- Empty bins and replace liners promptly.

C Summary of Responsibilities and Duties of the Job

1. Perform deep cleaning assignments, including carpet shampooing, upholstery cleaning, and floor scrubbing.
2. Use appropriate cleaning chemicals and equipment for specific surfaces, following safety protocols.
3. Cleaning and routine maintenance of toilet areas, ensuring they are fully stocked with essential supplies.
4. Operate and routinely maintain cleaning equipment such as vacuums, carpet cleaners, and floor polishers.
5. Ensure tools are cleaned, stored properly, and in good working condition after each use.
6. Identify and report any maintenance issues or needed repairs to supervisors.
7. Replenish cleaning supplies at the end of each shift.

8. Provide exceptional service by addressing client requests and aiming for customer satisfaction.

9. Maintain professionalism and a courteous attitude during interactions with clients.

10. Follow company safety guidelines, including proper handling of cleaning chemicals and wearing personal protective equipment (PPE).

11. Report any potential safety issues to the Supervisor.

D Other information

External and Internal Contacts
Councillors, customers, contractors, suppliers, members of staff and partner agencies.
Face to face, telephone, written and electronic communication.

Working Environment
Based at Chard Guildhall. Some work outside in other areas may be called for.
The Council operates a Smoke-free policy and the postholder is prohibited from smoking in any of the Council's buildings
All staff must commit to Equal Opportunities and Anti-Discriminatory Practices.

Health and Safety at Work
Chard Town Council's Policy, and all relevant Health and Safety at Work Instructions are to be considered as part of this job description.

Data Protection Act 2018
All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of the Data Protection Act 2018 and the Council's Data Protection Policy.

Council Policies
The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.

Performance Management
You will be given an annual appraisal and six-monthly review that will form the basis of your Personal Development Plan and be linked to the Council's objectives. You will also receive collaborative one to one meeting on a regular basis with your line manager.