

Role Title	The Hive Centre Assistant
Job Family	The Hive
Competency Level	All Colleagues
Scale	Scale 5
Purpose <p>To assist with the day-to-day operation of The Hive climate education centre, carrying out cleaning, catering and other tasks, as and when required, to ensure the centre is clean, safe and welcoming.</p> <p>To work within guidelines regarding health, safety and hygiene legislation with the aim of achieving high standards of customer care and good quality service provision.</p>	
Generic Accountabilities	End Results/ Outcomes
<p>Communicate effectively with internal and external customers, visitors and colleagues.</p> <p>Act as point of contact for the centre.</p> <p>Provide information and resolve problems, within scope of role, escalating to line manager as required.</p>	<p>Resolve non-routine customer/service queries.</p> <p>Customers are satisfied with the response, or aware that issue has been escalated.</p> <p>Assess and prioritises telephone and personal callers and responds appropriately.</p> <p>Relevant, accurate, understandable and timely information is provided.</p> <p>A positive image of The Hive and the Council is promoted.</p>
To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all centre users.	Service users express satisfaction with service provided.
Organise and maintain records and documents using the appropriate council process / system.	<p>Received documents and resources. are recorded, distributed and processed correctly.</p> <p>Photocopying, faxing, shredding, enveloping, franking etc. are completed to required standards and productivity.</p> <p>Records /information are well organised and accessible.</p> <p>Records are kept up-to-date.</p> <p>Follow-up with internal/external customers to obtain missing/outstanding records.</p>

<p>Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.</p>	<p>Work is carried out in a way that is safe and without risks to health.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>
Job Specific Accountabilities:	
<p>Assist with the planning of healthy meals that meet any dietary and allergen requirements.</p> <p>Prepare and serve meals for centre visitors, including breakfast, lunch and dinner.</p>	<p>Healthy meals for child and adult visitors are planned according to existing menu guidance, cooked and served, appropriate to the season and visit type.</p> <p>Dietary and allergen requirements are adhered to and appropriate changes to meals are made if required.</p> <p>Food preparation and hygiene legislation is adhered to to ensure food is safe for consumption.</p>
<p>Monitor food stocks and liaise with the Visitor Experience Manager to ensure there is sufficient food for the planned menu.</p>	<p>Food stocks are monitored and orders are placed in a timely manner to ensure sufficient food is available for the planned menu.</p> <p>Food is stored appropriately to maximise its longevity and nutrition.</p>
<p>Monitor, receive and organise deliveries and stock centre supplies.</p>	<p>All building, grounds and animal supplies and resources are kept up to date and ordered in a timely manner.</p> <p>Items are stored safely and appropriately, adhering to COSHH regulations if appropriate.</p> <p>Items are organized so colleagues can easily locate them.</p>
<p>Undertake interior and exterior cleaning of the centre's buildings with minimal supervision, including toilets, showers, kitchen facilities, sleeping pods and classrooms.</p>	<p>The Hive is clean and functional.</p> <p>Appropriate cleaning products are used for the facilities.</p>
<p>Assist with opening and closing the centre.</p>	<p>The Hive is opened and closed in a safe and secure way each day, ensuring that all resources are unpacked/packed away appropriately.</p>

Assist with the care of the centre's animals, including feeding and cleaning enclosures.	The health and wellbeing of The Hive's animals is maximised.
Support logistics for centre events, including setting up equipment, moving supplies, and helping manage attendance.	<p>Facilities are well-prepared and cleaned for events with resources and equipment arranged as required.</p> <p>Positive feedback is received from event organisers and attendees.</p>
Help maintain a safe and organised environment for staff, visitors, and contractors.	<p>Buildings are well maintained and compliant with corporate health and safety procedures.</p> <p>Risk assessments are followed and completed to ensure the safety of staff, visitors and contractors.</p> <p>Any issues/faults are reported to the Visitor Experience Manager so repairs can be carried out if necessary.</p>
Maintain logs and records of maintenance, supplies, and incidents.	<p>Resource logs are maintained so they are up-to-date.</p> <p>Maintenance and incidents are recorded.</p>

Nature of Contacts

Involves supporting and guiding colleagues, visitors and contractors to ensure a successful service.

May involve direct contact with members of the public including dealing with challenging situations where influence may be needed.

Liaise with and/or advise senior members of staff regarding service issues, problems and processes.

Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures.

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs.

Key Facts and Figures

This post involves outdoor work and will be physically demanding.

This post requires an up-to-date Enhanced DBS Disclosure.

The post will require some evening and weekend work.

Resourcing

Budget Responsibilities: N/A

Supervisory Responsibilities: N/A

Knowledge, Skills and Experience

- Food preparation experience.
- Cleaning experience.
- Animal care experience desired.
- Food hygiene and allergen awareness qualifications desired (training available)
- COSHH qualification desired (training available)
- Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused support service.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others
- Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally
- A driving license is likely to be needed due to the remote nature of the site and the need to collect resources on occasion.

Indicative Qualifications

GCSE English and Maths (grade C/4) or equivalent (required)

Relevant NVQ Level 2 or 3 qualification (desired)

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.