CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Children’s Service** | **SERVICE GROUP: Outdoor Education Centres (Buckden House or Ingleboroguh Hall)** |
| **POST TITLE: Domestic Bursar** | **REPORTS TO: Operational Lead for Outdoor Learning** |
| **GRADE: Band 6** | **SAP POSITION NUMBER : 5010….** |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:** |
| 1. To directly provide administration, financial and domestic services and supervise the domestic staff team at the outdoor centre to fulfil all aspects of household management 2. Responsibility for provision of effective domestic and support services at the centre 3. Liaison with visiting groups and leaders on matters relating to the domestic arrangements within the centre prior, during and post visits |
| **Main Responsibilities of Post:** |
| 1. Take a lead on day to day support and domestic matters, taking action and liaising with the Operational Lead/Business Development Manager as necessary 2. Assist with the cleaning within the centre to ensure it is kept clean and hygienic and serving of food and washing up after meals 3. Provide effective reception and telephone answering service for centre, this includes phone cover in relations to the centre safety procedures 4. Responding to email and other correspondence on behalf of the Centre in a timely manner for example booking enquires, domestic information, pre planning detail 5. Creation, review and distribution of domestic information and continual liaison on all domestic matters with visiting leaders from booking to their actual visit. Conducting tours of the Centre for potential and existing customers when needed. 6. Screening of medical/dietary forms received from visitiors, highlighting any relevant issues to the Operational Lead, instructional staff and domestic/kitchen staff as appropriate 7. Ad-hoc contact for out-of-hours emergencies regarding the centre and occasional weekend work requirement in line with business needs 8. Responsible for safe working procedures and training of support staff in relation to their work area. Create and maintain domestic and catering schedules of cleaning. 9. Security of building, including opening/locking up, monitoring and ensuring recording of CCTV footage. Manage reactive repairs and monitoring of capital repairs in consultation with Operational Lead/Business Developmemnt Manager. Maintain a schedule of property related maintenance 10. Make bookings as necessary with third party resources 11. Day to day line management for domestic, house and grounds staff at the centre. Ensure good channels of communication within the support services provided at the centre, including regular meetings with staff 12. Ensuring relevant budget and financial procedures are followed at the centre within agreed timescales, including administration of booking deposits, order requests and petty cash control. Input records of assets into inventories. Management of stock for administrationand domestic supplies. Assisting in the collation of key performance indicator statistical information on centre usage 13. To undertake other duties as necessary in line with the Service needs and within scope of the post |

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| **Structure:** |

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| **Special Knowledge Requirement. Will be used for shortlisting** | |
|  | **Essential** |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. |  |
| Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet either the Lower threshold level – (the person is able to demonstrate this during the interview**.**  a) Can express themselves fluently and spontaneously , almost effortlessly b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language | X |
| Able to learn and use knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of  work | X |
| Has effectively used key IT packages including Microsoft Word, Excel and Outlook | X |
| Ability to adopt a process of continual improvement and suggest ways of  working more efficient and effectively to improve service delivery | X |
| Able to use, interpret, handle and communicate large volumes of often complex and detailed information, and relay it to customers and colleauges in writing and/or over the telephone/face-to-face | X |
| Has implemented, maintained and managed accurate information systems both manual and computerised. |  |
| Has completed clerical and administrative work with accuracy and  attention to detail | X |
| Able to operate a range of office equipment e.g. telephone, photocopier, computer | X |

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| **Relevant experience requirement: Will be used for shortlisting** | |
|  | **Essential** |
| The applicant is required to provide evidence of having previously spoken fluently in English in order to meet either the Lower threshold or Advanced threshold level outlined under Special Knowledge above | X |
| GCSE Maths and English at Grades A-C or be able to demonstrate good literacy and numeracy through assessment before interview | X |
| Recent supervisory experience of staff and/or resources | X |
| High levels of integrity, honesty and credibility which will inspire confidence and trust | X |
| Effective time management skills in order to effectively balance the requirements of centre staff and rescources and visiting groups. | X |
| Ability to work in a visitor and public led environment whilst successfully meeting service and corporate wide goals and deadlines | X |
| Flexible approach with a willingness and ability able to work outside normal office hours, including evenings and weekends, and responding to emergency calls from resident groups | X |
| Customer focused and sensitive to the needs of the centre’s visitors | X |

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| **Relevant professional qualifications requirement: Will be used for shortlisting** | |
| n/a |  |

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| **Core Employee competencies to be used at the interview stage** |
| **Carries Out Performance Management** |
| Covers the employee’s capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard |
| **Communicates Effectively** |
| Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information |
| **Carries Out Effective Decision Making** |
| Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity** |
| Covers a range of analytical skills required for gathering, collating and analysing the acts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships |
| **Operates with Dignity and Respect** |
| Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face |

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| **Working Conditions:** |
| In addition to the above the post holder:   * Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions * Should have a reasonable level of fitness to be able to move up and down stairs and throughout the building and access the grounds of the centre |

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| **Special Conditions:** | | |
| There is a requirement for the post holder to successfully complete an enhanced DBS check | | |
| **Compiled by:**  **Lee Paskin** | **Grade Assessment date:**  **July 2011** | **Post Grade:**  **Band 6** |