

GREAT AYCLIFFE TOWN COUNCIL



CANDIDATE PACK

Post	Receptionist (Part-time 18hrs per week)
Post Number	LR03
Closing Date	12 noon – Wednesday 25 th September 2019
Interviews	Wednesday 2 nd October 2019

Introduction to Great Aycliffe

The Parish of Great Aycliffe comprises the town of Newton Aycliffe and the villages of Aycliffe and School Aycliffe and is the oldest New Town in the North East. The population of Great Aycliffe is approximately 26,633 (Census data 2011) and is projected to grow over the next few years.

Great Aycliffe is a vibrant community, set in an attractive semi-rural setting. It is bounded on all sides with open countryside and the area administered by the Town Council contains many attractive green spaces.

There are a great many walking routes, with a number of public rights of way and bridleways giving easy access to extensive areas of green spaces, nature areas and local wildlife areas. Many of the main thoroughfares have tree lined avenues which enhance the green feel of the town.

Throughout the late nineteenth and early twentieth centuries, the mining industry dominated Durham. During World War II, the Government established an ordnance factory near to Aycliffe Village, to supply munitions to the services. The workforce, mainly women, became known as the 'Aycliffe Angels' or the 'canaries' so called because the chemicals used in shells turned their hands and skin yellow.

After the war, Aycliffe became the site of a New Town, planned to provide good quality homes near to Aycliffe Industrial Estate. Under the guidance and control of the Aycliffe Development Corporation, the Town flourished and has grown to be part of the Great Aycliffe settlement.

Schools in the area are generally good and are increasingly linked to the higher education network. The investment and building of a University Technological College on the Business Park has enable young people from the area to have a choice of educational and vocational routes with excellent prospects for employment in nearby facilities.

It has excellent connectivity within and around the town with the A1(M) to the east and the Bishop Auckland to Darlington rail line running through the western side of the town and Business Park with two stations serving the Parish.

Aycliffe Business Park has grown beyond its original 'industrial' title to become the largest business park in the North East, attracting a wide range of international, national and local companies to its premises. The Aycliffe Business Park is home to around 500 companies and around 10,000 employees and continues to expand with a mixed-use retail development and trade park anticipated to commence work in 2019 subject to planning approval.

There is a strong community feel with a wide range of community facilities, voluntary groups, clubs and societies active in the area. A large range of play and leisure facilities are provided by Great Aycliffe Town Council and Durham County Council across the Parish with something for everyone.

Housing conditions are generally above average. Significant levels of new house building means that Aycliffe can offer a wide choice of starter, family and executive homes to new residents coming to the area.

However, parts of Great Aycliffe are ranked within the poorest 20% of deprived areas nationally. As a 'new town' Newton Aycliffe has a higher than average ageing population. Social housing in the Great Aycliffe area is mainly provided by Livin a 'not for profit' housing association, as well as a number of other registered social and private landlords and private houses.

The Town Centre has a mix of individual retail outlets and chain stores, with individual retail outlets in neighbourhood areas. The redevelopment of the town centre commenced in January 2009. A wider range of shopping facilities is available in Darlington, Bishop Auckland and Durham.

As with much of the North East, the highly attractive environment can, however, serve to mask some of the problems inherent in the area. The North East is continuing its transformation from an economy traditionally based on heavy engineering and manufacturing, with a lower skills base, towards the more modern, higher skilled mixed economy visualised in the regional economic strategy. The planned expansion for Aycliffe Business Park and the investment by Hitachi Rail Europe is assisting Aycliffe to have higher aspirations for the Town.

Services Provided by Great Aycliffe Town Council:

- ✓ Manage 9 parks, all with play equipment:

Town Park	West Park
Moore Lane Park	Aycliffe Village
Simpasture Park	Byerley Park
St Oswald's Park	Woodham Park
Horndale Park	
- ✓ Provide additional play areas at Scott Place, School Aycliffe, Cobblers Hall Play Area and the Oak Leaf Sport Complex. Plus four Multi Use Games Areas, a BMX Track, a Scoot Track and a Skate Park
- ✓ Provide 5 football pitches, Mini-soccer and six-a-side pitches
- ✓ Run the Oak Leaf Sports Complex - indoor bowls, sports hall, squash courts, bar and catering, children's holidays courses, indoor/outdoor sports activities
- ✓ Run the Oak Leaf Golf Complex – 18 hole golf course and an 18 bay floodlit driving range and practice putting area
- ✓ Manage Stephenson Way Cemetery and West Cemetery and provide grounds maintenance and burial service at St Andrew's Churchyard
- ✓ Run St Oswald's pre-school play setting – with a 'good' Ofsted rating and Tot's in the Park
- ✓ Provide and manage a wide range of special community events – Firework Display, Fun-in-the-Parks, Santa Tours, Senior Citizens' Excursions and Christmas Lights
- ✓ Assist and support other event organisers – 10k race, 3k Fun Run, Remembrance Parade, Junior Cross Country, Annual Indoor Bowls Competition and Community Enhancement Awards
- ✓ Provide a range of civic events
- ✓ Provide and continue to maintain Aycliffe Angels Memorial Garden
- ✓ Maintenance of war memorial and flagpole

- ✓ Provide 212 allotment plots in 5 different locations. 2 allotment sites with pigeon or poultry facilities
- ✓ 3 Bee keeping plots
- ✓ Provide an environmental centre at Moore Lane
- ✓ Encourage interest in the environment of Great Aycliffe through the Works and Environment Manager and his team who work with the community and schools
- ✓ Employ a Town Pride Team
- ✓ Crime prevention – the Town Council employs a team of Park Patrol Operatives
- ✓ Provide public seats in many locations
- ✓ Provide bus shelters with litter bins (not the ones with adverts)
- ✓ Grounds maintenance and environmental management at:

North Agnew Plantation	Cobbler's Hall Plantation
Woodham Burn	Simpasture Railway Walk
Great Aycliffe Way	Millfields/Bickford Terrace
Butterfly Meadow at Rail Halt	The area known as Seven Hills
School Aycliffe Wetlands	Byerley Park Nature area
Aycliffe Village Greens – custodians and maintenance	
- ✓ Assist Aycliffe Youth Council
- ✓ Provide a lorry park
- ✓ Encourage Community Empowerment through the Customer Panel, Consultation and Open Days
- ✓ Provide small grants to local voluntary organisations
- ✓ Developing and updating the Great Aycliffe Neighbourhood Plan
- ✓ Comment on planning applications



The Oak Leaf Sports Complex is, a family friendly facility, open 7 days each week from 9am until 11pm. We provide facilities for the following sports: five-a-side football, badminton, netball and table tennis. The Complex also provides the Town's only squash courts and indoor bowls facility.

The bar/catering function provides an excellent facility and a range of reasonably priced meals. The multi purpose function room can cater for 60 users and is able to provide an excellent venue for a number of work and leisure activities such as private functions, meetings/conferences, birthday parties, bridge and exercise classes.

The bar opening hours are:

11.30 am till 11.00 pm Monday to Saturday and
12 noon till 10.30 pm Sunday

The mission statement for the Oak Leaf Sports Complex is:

**TO SUPPORT AND IMPROVE THE HEALTH, WELL BEING AND QUALITY OF LIFE
THROUGH SPORT AND RECREATION**

The key to our success will be to: -

- ✓ **Provide continual improvements to our services**
- ✓ **Continue to be customer focused**
- ✓ **Stay firm and strong in difficult economic conditions**
- ✓ **Strengthen our position within the local community**
- ✓ **Engage the local community in our development**

This will lead the way forward to provide access and opportunity for all who are interested in sport and health.

OUR AIMS

- To provide value for money activities and facilities for all users of the facility.
- To provide a professional and friendly service.
- To increase wider participation in physical activity
- To nurture talented athletes within available resources
- To provide the opportunity to improve the health and well-being.
- To encourage young people's participation in sport.

- To provide clean, safe and attractive facilities.
- To operate sound and consistent business practices.
- To provide a positive working environment for our employees.

OUR OBJECTIVES

- To increase community participation in physical activity.
- To maintain or improve customer satisfaction to a high level.
- To participate in sports development initiatives.
- To reduce the cost of running the service, whilst maintaining high standards.
- To maintain staff satisfaction.

STAFF STRUCTURE

Leisure Manager

Duty Manager (x3)

Administration Assistant

Cook (x2)

Bar Assistants (x6)

Maintenance Operative

Receptionists (x4)

Sports Attendants (x3)

Cleaners (x3)

Sports Coaches (x1)

Casual Pool (x5)



Oak Leaf Sports Complex

Appointment of (part time) Receptionist

Post No. LR03

**Spinal Scale – Point 4 (18 Hours per Week)
£9.55 PER HOUR**

Applications are invited for the above post which forms part of the team within the OakLeaf Sports Complex.

Do you want to work in a small friendly environment? Are enthusiastic and full of ideas? We have a permanent, Part time vacancy for a Receptionist at the Oak Leaf Sports Complex. This post will involve a range of duties to assist in the provision of an effective and high quality leisure service. You will be required to work on a rota basis including evenings and weekends

The candidate must be literate and numerate, together with previous experience of working within a customer care environment.

For further details or an informal discussion about the post, please contact the Leisure Manager Judith Thexton on 01325 300600 or by email at judith.thexton@great-aycliffe.gov.uk

Closing Date for Applications: Noon on Wednesday 25th September 2019

Interviews will be held on Wednesday 2nd October 2019

PLEASE NOTE CVs **WILL NOT BE ACCEPTED** FOR THIS POST you must complete an application form and send it to info@great-aycliffe.gov.uk with Job Application in the subject line.

Application packs can be obtained by telephoning 01325 300700, e-mailing: info@great-aycliffe.gov.uk, or from the Council website: www.great-aycliffe.gov.uk

Guidance Notes for the Application Process

Thank you for showing an interest in the vacancy we advertised.

Please make every effort to complete all sections. Do not send us a CV (career summary) as we will not be able to consider it. When filling in the application form, type or write clearly in black ink. This helps us with photocopying. In exceptional circumstances if you are unable to complete an application form a CV will be accepted. This must be agreed with the Town Clerk.

In the interests of economy, receipt of your application will not be acknowledged unless you enclose a stamped addressed envelope or an e-mail address.

If you have not been contacted with regard to your application within four days of the stated closing date, please assume that it has been unsuccessful.

Please check the cost of postage as some applications weigh more than the usual first or second class postage prices.

Applications should be sent to:

Great Aycliffe Town Council
Council Offices,
School Aycliffe Lane
Newton Aycliffe,
Co. Durham.
DL5 6QF

Applications can be e-mailed to info@great-aycliffe.gov.uk these can be signed at the interview.

Recruitment Timetable

The selection process will involve an interview which will take place at the Council Offices, School Aycliffe Lane, Newton Aycliffe with a Panel of Elected Members and the Leisure Manager. Only short listed applicants will be notified by letter.

The timetable is as follows

Closing Date **Wednesday 25th September 2019 – 12 noon**

Short listing **Thursday 26th September 2019**

Interviews **Wednesday 2nd October 2019**

If you have any queries on any aspect of the appointment process, or require additional information or merely wish to have an informal and confidential discussion, please contact Judith Thexton on 01325 300600 or email judith.thexton@great-aycliffe.gov.uk

For further information about Great Aycliffe Town Council, please visit the council's website at www.great-aycliffe.gov.uk

When we are recruiting our new employees we use the following documents:

Job Description

Person Specification

Application Form

**GREAT AYCLIFFE TOWN COUNCIL
OAK LEAF SPORTS COMPLEX**

JOB DESCRIPTION

POST:	Receptionist Part-Time
RESPONSIBLE TO:	Leisure Manager/Duty Manager
SECTION:	Leisure
SALARY:	Scale Point 4 (£9.55)

Purpose of the Job

To assist in the provision of an effective and high-quality leisure service at the Council's Oak Leaf Sports Complex or at such other premises owned by the Council at which such services are provided in line with the relevant Council policies and procedures.

Main Duties and Responsibilities

- 1 To provide a professional initial contact both face to face and over the telephone for users of the Complex.
- 2 To provide information to customers on activities, facilities, events and functions.
- 3 To take bookings for the use of the Council's facilities and equipment and to maintain the appropriate records thereof in accordance with the rules and procedures.
- 4 To receive payment from, and issue receipts to, those using, purchasing goods or hiring equipment of any description sold at the Oak Leaf Sports Complex (including membership cards) in accordance with the rules and procedures.
- 5 To take receipt of items of lost property and enter details in the Lost Property System.
- 6 To receive cash takings from the gaming and vending machines within the premises and to account for the same in accordance with rules and procedures.
- 7 To allocate lockers for use by bowlers with reference to the Complex's waiting list.
- 8 To undertake basic clerical and I.T. duties as requested.
- 9 To ensure the highest standard of customer care is delivered to all customers
- 10 To assist in the cleaning of the complex as instructed by the Leisure Manager/Duty Manager.

Equipment / Stock

- 11 To maintain appropriate stock and equipment control records as per policies and procedures.

Health & Safety

- 12 To fulfil the post holder's duties as set out in the Council's Health and Safety Policies.

- 13 Ensure a safe working environment for yourself, members of your team, members of the public and others who may be affected by your team's activities.
- 14 Take reasonable care of your own health and safety and co-operate with the Town Clerk and other managers, so far as is necessary, to enable compliance with and fulfilment of the Council's health and safety rules and legislative requirements.

General

- 15 Participate in team meetings and contribute ideas, etc where possible.
- 16 Report any damage or maintenance problems discovered as a result of carrying out designated duties.
- 17 To adhere to all Council policies and procedures.
- 18 To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post thereby ensuring an effective service is maintained.
- 19 To provide mentoring and training to new and current staff
- 20 Adhere to the staff rota and cover vacant shifts as requested,
- 21 To undertake such other duties, commensurate with the grade and responsibilities, as may be required from time to time by the Leisure Manager or Duty Manager.

The responsibilities outlined above cannot totally encompass or define all tasks which may be required of the post holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or the level of responsibility or grade.

PERSON SPECIFICATION

JOB TITLE: Receptionist
SECTION: Leisure
GRADE: Spinal scale point 4

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent 	<ul style="list-style-type: none"> • 4 GCSEs or equivalent including English and Maths • Customer Care • I.T. 	<p>Application form</p> <p>Original Certificates</p>
EXPERIENCE/ KNOWLEDGE	<ul style="list-style-type: none"> • Experience of dealing with the public • Experience of acting as the first point of contact • Understanding of health and safety at work 	<ul style="list-style-type: none"> • Understanding of Data protection • Experience of handling money • Experience in using a interrogated computer booking and payment system • Previous experience of local government 	<p>Application form</p> <p>Interview</p>
SKILLS	<ul style="list-style-type: none"> • Able to prioritise own workload to meet a flexible and changing environment • Has excellent interpersonal skills • Shows initiative and can work unsupervised 	<ul style="list-style-type: none"> • Confident in handling difficult situations which could be confrontational • Comfortable working in a busy environment and working under pressure • Able to carry out duties in a manner that shows an awareness of security needs 	<p>Application form</p> <p>Interview</p>
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Adaptable, flexible and efficient. • Able to work weekends, evenings and bank holidays, as required. • Willing to undertake training. • Able to remain calm under pressure and take responsibility. • Presents a professional and friendly disposition • Is prepared to wear a uniform • Must be able to work as part of a team • Good communicator 		<p>Application form</p> <p>Interview</p>