

NORTHALLERTON TOWN COUNCIL



Town Hall Duty Officer Job Description

Grade: NJC SCP 14–16

Hours: Full-time (37 hrs/week) or Part-time (variable), including evenings/weekends

Reports to: Town Hall Venue Manager/Town Clerk

Location: Northallerton Town Hall

Overall Purpose of the Role

To ensure the Town Hall operates safely, efficiently, and welcomingly at all times. The Duty Officer provides a visible on-site presence, supports hirers and visitors, maintains building standards, and ensures compliance with safety procedures. The role contributes directly to the Town Council's commitment to providing a high-quality, well-managed community facility.

Key Responsibilities

Building Operations

- Open and close the Town Hall in line with bookings and agreed rotas.
- Ensure rooms are prepared, heated, lit and set out for scheduled activities.
- Act as a keyholder, including alarm operation and occasional call-outs.

User Support

- Provide a friendly and professional welcome for all users and visitors.
- Support hirers with equipment, access, and on-site queries.
- Promote the Town Hall where appropriate and direct booking enquiries to the Town Hall Venue Manager.

Building Condition & Compliance

- Carry out weekly checks (fire alarm, emergency lighting, exits, water flushing, etc.).
- Keep accurate inspection logs and report defects promptly.
- Support compliance with fire safety, COSHH and general H&S procedures.
- Assist during fire drills and act as Fire Warden and First Aider when on duty.

Cleanliness & Hygiene

- Maintain high standards of cleanliness across public and operational areas.
- Ensure toilets, kitchens, corridors and meeting rooms are clean, stocked, and presentable.
- Safely use and store cleaning materials in line with COSHH.

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General Maintenance

- Undertake minor repairs (light bulbs, toilet fittings, paint touch-ups and small fixes).
- Manage internal bins and external refuse arrangements.
- Ensure safe shutdown of equipment after use.

External Areas

- Keep entrances, paths and immediate external areas clear, clean and safe.
- Grit and clear snow/ice as required.

Other Duties

- Liaise with contractors as directed.
- Support Town Hall events and occasional Town Council civic events.
- Assist the amenities team with outdoor maintenance, if required.
- Undertake mandatory training and any other duties appropriate to the post.