

# NORTHALLERTON TOWN COUNCIL



## Town Hall Duty Officer Person Specification

**Post Title:** Town Hall Duty Officer  
**Grade:** NJC SCP 12–16  
**Reports to:** Town Hall Venue Manager/Town Clerk  
**Hours:** Full-time or Part-time, including evenings and weekends as part of a 7-day rota

### Experience

- Experience in building operations, caretaking, facilities, or venue support.
- Experience working in a customer-facing environment, ideally within a community, public sector, or hospitality setting.
- Experience carrying out routine maintenance tasks (minor repairs, painting, basic checks).
- Experience working within Health & Safety procedures, including fire safety and first aid (training may be provided).

### Skills and Abilities

- Ability to work independently, take initiative, and manage time effectively during duty periods.
- Strong interpersonal skills with the ability to provide a welcoming and supportive service to a wide range of Town Hall users.
- Practical problem-solving skills and the ability to respond calmly and effectively to unexpected situations.
- Ability to maintain high standards of cleanliness and presentation throughout the building.
- Competence in conducting routine inspections and completing simple records or checklists.
- Ability to safely use cleaning equipment and basic tools.
- Physical ability to undertake manual handling tasks such as setting out tables and chairs.

### Knowledge

- Understanding of Health & Safety requirements in public buildings, including fire safety, COSHH and safe working practices (or willingness to learn).
- Awareness of safeguarding principles when working within a community environment.
- Basic understanding of building systems (heating, lighting, alarms) or willingness to learn.

### Personal Qualities

- Reliable, punctual, and committed to maintaining a high-quality community facility.
- Flexible and adaptable, able to work across a 7-day rota including evenings, weekends and bank holidays.
- Professional, courteous, and community-focused with a positive attitude.
- Trustworthy and responsible, able to act as a keyholder and manage building security.
- Willingness to undertake all required training.