



JOB DESCRIPTION

ROLE:	Casual Handyperson
DEPARTMENT:	Operations
REPORTS TO:	Operations Manager
DURATION:	Casual
SALARY	£8.45 per hour (Plus 12.07% annual leave entitlement)

Background:

Belfast Waterfront and Ulster Hall Ltd is a new arm's length company responsible for the operation and commercial growth of the Waterfront and Ulster Hall on behalf of Belfast City Council.

Job Purpose:

Casual workers will be responsible to the Operations Manager for the provision of non-specialist repairs and maintenance service for BWUH buildings as directed.

Summary of responsibilities & personal duties:

- To assist the Facilities Manager with the operation and monitoring of all equipment and facilities including arranging repair, maintenance and replacement.
- To assist the Facilities Manager with the development of suitable quality and safety check procedures and routines.
- To liaise where appropriate with the Facilities Management Section of Belfast City Council and/or outside contractors, as is deemed appropriate for the upkeep of the buildings, structures, furnishings and fittings.
- To understand and be able to use the VEM's.
- To assist the Facilities Manager in maintaining a regular inventory of all equipment and supplies used within the Halls'.
- To ensure the highest level of professionalism and customer care in the delivery of the services within the control of the post.
- To deal with customer complaints in accordance with the BWUH's complaints procedure.
- To assist in maintaining good public relations and actively promoting the BWUH's image and facilities.
- To undertake the duties in such a way as to enhance and protect the reputation and public profile of the BWUH and Belfast City Council.
- To undertake such other relevant duties as may from time to time be required.

Person Specification:

Applicants **must** have

- experience in providing a range of minor repairs and maintenance work; and
- experience of providing excellent customer service support and dealing effectively with difficult customers or members of the public in person.

Special Skills & Attributes:

Applicants must be able to demonstrate the following competencies which will be tested at interview:

- **Communication skills:** the ability to listen to and give clear instruction and operational information to team members and the ability to complete standard forms clearly and provide responses to complaints.
- **Customer care skills:** the ability to deal diplomatically and sensitively with difficult situations face to face and on telephone with colleagues, customers, clients and members of the public and to resolve customer complaints satisfactorily.
- **Organisational and decision making skills:** the ability to plan daily workload taking account of the venues' priorities and work in an organised, methodical manner and make operational decisions and resolve problems to achieve satisfactory outcomes.
- **Team working skills:** the ability to work as an effective team member and on your own initiative and contribute to success of the team and achievement of team objectives.
- **Health and safety skills:** an awareness of health and safety legislation and the ability to deal effectively with health and safety issues within a busy conference facility, as appropriate to the role.