

Role Profile

Post Title:	Venue Assistant
Grade:	Living Wage
Date Created:	24th September 2026

ROLE DEFINITION

To provide caretaking cover, portering and security within Community Halls and Centres and other establishments throughout North Ayrshire.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Assist with the opening/closing of buildings/using alarm system and making sure all areas are safe for staff and users and reporting any emergency repairs as required.
 - Security of premises and its contents, including key holding responsibilities.
 - Cleaning of premises and environs to agreed standards, ensuring that all areas are clean and dust free and ensuring the standard of cleanliness is maintained.
 - Safe operation and day to day inspection and maintenance of plant equipment, including logging and reporting all repair and maintenance requirements as required.
 - Assist with maintaining safe access for vehicles, cyclists and pedestrians and keep the grounds free of litter and weeds.
 - Completion of gas and electricity meter readings on a monthly basis.
 - Responsible for all health and safety matters in relation to use of the building, including carrying out and recording fire drills with patrons, weekly tests of fire systems and reporting of accidents.
 - Preparation of premises for lessees including setting up and taking down of equipment.
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- Provide support to Community Associations in relation to venue operations and letting programme.
- Help to maintain the inventory of supplies and report when resources are required.
- Attend appropriate meetings, training events, workshops and share best practice on return.
- Undertake personal and professional development relevant to the post.
- Provide a high-profile external image by ensuring that duties are carried out wearing Council supplied uniform and PPE.
- Ensure that operations are carried out in accordance with established safe working practices.
- Liaise with members of the public, delivering high standards of customer care, providing information and assistance to support community needs.
- Undertake driver and delivery duties where required.



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ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	•	•	• Application Form • Interview
Experience	• Working with the general public • Cleaning experience • Completion of forms/short reports	• Working with community groups • Computer use • Customer Care • Using cleaning machinery, building security and Health and Safety procedures • Microsoft Office	• Application Form • References • Interview
Specialist Knowledge	•	• Alarm Systems • Manual handling awareness	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Interface with community groups and members of the public • Work on own initiative • Written and verbal communication skills • Interpersonal skills • Work under pressure and prioritise tasks	•	• Application Form • References • Interview



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Other	• Ability to undertake specialist training as required • Ability to work flexibly, including shifts, evenings and weekends	• UK driving licence and the ability to undertake North Ayrshire Council driving test where required • Access to own vehicle	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
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Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport etc) for work purposes, meetings, training courses etc.



OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
<u>Focus</u> we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
<u>Passion</u> we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
<u>Inspiration</u> we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind

