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# Job description

**Date:** 26 January 2017

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**Department:** City and Neighbourhood Services

**Post number:** 1690

**Section:** Parks Development

**Job title:** **Casual Front of House Steward**

**Grade:** Scale 3

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## Main purpose of job

This casual post is required to provide cover at Belfast Castle, Malone House or other premises and parks sites covering events, reception, souvenir shop and front office, dealing with function enquiries, bookings, events co-ordination, general clerical duties and reception.

Depending on the location they will be responsible to the relevant Manager, Officer or other specified supervisor.

To liaise with customers and visitors in a polite and efficient manner, answering queries and providing a good customer service at all locations.

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## Summary of responsibilities and personal duties

1. To assist as first contact with visitors entering Parks premises providing information and receiving fees for admission to sites, when appropriate.
2. To undertake receptionist duties, main operation of switchboard, dealing with public enquiries, day to day complaints and bookings.
3. To control electric gates as required, set security alarms, monitor staff, the arrival and departure of deliveries, store and allocate keys to access areas and/or safes at sites, when appropriate.
4. To monitor CCTV, report and respond to incidents or any other occurrences.
5. To assist with bookings and demonstration of the use of mobility scooters.
6. To undertake cash handling duties including control of float, sale of sundry items, reconciliation of cash, petty cash, lodgement preparation and taking deposits for room hire and on behalf of caterers, when appropriate. To assist with cash lifts and provision of change for tills when necessary. These should be conducted in accordance with Belfast City Council Procedures.
7. To assist in the circulation of promotional literature to those on circulation lists including tourist information centres, leisure centres, libraries and hotels.
8. To assist in the collation of surveys and records on visitor use, feedback and numbers. Coordinate and collate visitor returns and questionnaires.
9. To check entrance till receipts for accuracy and report discrepancies to cashiers for rectification at various sites.
10. To assist in the promotion and provide tours of facilities for conferences, communities, tour, visitors, weddings and other commercial / non-commercial events and Parks general events as required.
11. To liaise with clients and caterers as required to ensure bookings and other requirements are notified to them, with particular emphasis on:-
  - external enquiries, i.e. fax, email, written and telephone messages;
  - function requirements;
  - preparation of menus, table plans, specials and daily delegate menus; and
  - to assist in the sale of gift vouchers.
12. To operate computerised booking systems to include follow up and monitoring of bookings, preparation of invoices for the customer and Belfast City Council's Finance Department.

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13. To assist with the management of ancillary facilities to the main venues including:
    - control of cash float;
    - sales;
    - collection of purchases;
    - catalogues;
    - compiling final summary of accounts for Higgin Gallery;
    - signing-in register for staff; and
    - issuing of keys.
  14. To arrange maintenance repairs in the absence of Management in particular on evenings and weekends.
  15. To deputise for the duty manager when required.
  16. To record all complaints (including anti social behaviour and liaising with Police Service for Northern Ireland (PSNI) and residents).
  17. To undertake typing, word-processing and other IT duties when required, as well as filing, administration and photocopying as required.
  18. To comply with all Health & Safety at work legislation and Belfast City Council Policies/Procedures by assisting with first aid, recording accidents/incidents, risk assessments etc.
  19. 18. To participate in all induction and in-service training provided by Belfast City Council and in the induction and support of all newly appointed staff and other human resource management policies and procedures, as appropriate, including, absence management, disciplinary and grievance procedure.
  20. 19 To act in accordance with the council and departmental policies and procedures including customer care, equal opportunities, health and safety, safeguarding and any pertinent legislation.
  21. To undertake the duties in such a way as to enhance and protect the reputation and public profile of the Belfast City Council.
  22. To undertake such other relevant duties as may from time to time be required.

**This job description has been written at a time of significant organisational change and it will be subject to review and amendment as the demands of the role and the organisation evolve. Therefore, the post-holder will be required to be flexible, adaptable and aware that s/he may be asked to perform tasks, duties and responsibilities which are not specifically detailed in the job description but which are commensurate with the role.**

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# Employee specification

**Date:** 14 April 2017

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**Department:** City and Neighbourhood Services

**Post number:** 1690

**Section:** Parks Development

**Job title:** **Casual Front of House Steward**

**Grade:** Scale 3

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## Essential criteria

### Experience

Applicants **must**, as at the closing date for receipt of application forms, be able to demonstrate on the application form, by providing personal and specific examples, at least one year's relevant experience of:

- (a) providing administrative support and using standard Microsoft Office programmes;
- (b) working in a customer facing environment, including experience of dealing with customer complaints; and
- (c) cash handling duties, including cash reconciliation.

### Special skills and attributes

Applicants **must** also be able to demonstrate, by providing personal, specific examples, evidence that they possess the following special skills and attributes which can be tested at interview:

#### Written communication skills

The ability to communicate effectively in writing.

#### Oral communication skills

The ability to communication effectively with internal and external customers via telephone and also face to face.

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**Customer care skills**

An awareness of the importance of responding to the needs of customers whilst creating a good impression and enhancing and protecting the image of Belfast City Council.

**Team working skills**

The ability to work as an effective team member to achieve agreed goals and objectives.

**Work planning and organisational skills**

The ability to organise business and administrative support provision effectively, and prioritise own workload accordingly.

**Information Technology skills**

The ability to use a range of IT applications to perform tasks efficiently.

**Shortlisting criterion**

In addition to the above experience, Belfast City Council reserves the right to shortlist only those applicants who, as at the closing date for receipt of application forms, can demonstrate on the application form, by providing personal and specific examples, that they have at least two years' relevant experience in the aforementioned areas (a)-(c).

**Belfast City Council**  
**Terms of Engagement for casual workers**  
**Casual Front of House Steward (Scale 3)**  
**Parks Development Section**  
**City and Neighbourhood Services Department**

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**Job applicant privacy notice**

Belfast City Council is the Data Controller under the General Data Protection Regulations (GDPR) for the personal data it processes relating to job applicants. Processing data from job applicants allows the council to manage the recruitment process, assess and confirm an applicant's suitability for employment and decide to whom to offer a job. It may also need to process data from job applicants to respond to and defend against legal claims.

If you apply for this job, you will be providing your personal data to the council whose lawful basis for processing it is for the performance of a task carried out in the public interest or in the exercise of official authority. In some cases, the council will also need to process your data to ensure it is complying with its legal obligations. For example, to monitor applicants' sensitive data for equal opportunities purposes and to check applicants' eligibility to work in the UK before employment starts. The council will collect a range of information about you, including:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration, which may include benefit entitlements;
- whether or not you have a disability, or if your first language is not English, so that it can make reasonable adjustments, as required, during the recruitment process; and
- information about your entitlement to work in the UK etc.

The council will collect this information in a variety of ways for example, by application forms, through forms of assessment and, or interview or from your identity documents. It may also collect personal data about you from third parties, such as references, but it will only seek this data if you have been recommended for casual work and it will inform you that it is doing this. Your personal data may be shared internally within the council with staff who are involved in the recruitment process and, where necessary, between internal departments for the purpose of ensuring a fair, systematic and objective recruitment and selection process is in place. It will also be shared with external consultants for the purposes of candidate attraction and selection, where appropriate. Your personal data will not be shared or disclosed to any other organisation without your consent, unless the law permits or places an obligation on the council to do so. Your data will be stored in a range of different places including the recruitment file, the HR information management system and other IT systems such as email. It will be held and stored by the council in a safe and secure manner in compliance with Data Protection legislation and in line with the council's Records Retention and Disposal Schedule.

As a data subject, you have a number of rights. These include your right to:

- access and obtain a copy of your personal data on request;
- require the council to change incorrect or incomplete personal job applicant data; and
- require the council to delete or restrict processing your data.

If you have any queries regarding the processing of your personal data, please contact our Job Line on 028 9027 0640. If you wish to contact the council's Data Protection Officer, please write to Belfast City Council, City Hall Belfast, BT1 5GS or send an email to [records@belfastcity.gov.uk](mailto:records@belfastcity.gov.uk)

Please see further details of the terms and conditions relating to this post set out below:

### **Appointment**

The recommendation for casual work will be made by the selection panel, but subject to ratification by the director of the relevant department.

The relationship between the council and the casual worker shall not give rise to a contract of employment with Belfast City Council.

The Parks Development Section may offer work where it is available however there is no obligation either on the section to offer work or on the individual to accept any work that might be offered. Allocation of work is entirely at the council's discretion. If successful, your name will be on a register of individuals who agree in principle to carry out the work as detailed in the job description.

Should your contact telephone numbers or your address change since you submitted your application form, it is your responsibility to notify the HR Employee Resourcing Unit on 028 9027 0640 or by emailing [jobs@belfastcity.gov.uk](mailto:jobs@belfastcity.gov.uk) with your new contact details.

### **Job details**

Job description: please refer to the job description for details of the duties of the post.

Employee specification: please refer to the attached employee specification for details of any experience required for the post.

### **Remuneration**

The salary will be determined by the council in line with that determined by the National Joint Council for Local Government Services, currently Salary Scale 3, SCP 5, £10.01 per hour plus an additional 12.07% to compensate for untaken leave entitlement, paid fortnightly by direct payment by the Bankers Automated Clearing System (BACS) to a bank or building society account of your choice.

**The council reserves the right to transfer the post-holder onto monthly pay by BACS at any stage in the future without payment.**

### **Location**

The casual worker will be based at any of the locations under the control of the Parks Development Section, including Belfast Castle, Malone House and any other of their premises requiring cover.

### **Pre-employment checks**

Prior to taking up duty the person recommended for appointment must:

- (a) Enter into an agreement which sets out the main terms and conditions of employment.
- (b) Provide evidence of the right to work and reside in the UK via an original full UK birth certificate and original proof of national insurance number (for example, via national insurance card, P45 or payslip etc). No temporary national insurance numbers can be accepted. Individuals who do not have a UK birth certificate will be asked to bring their passport and other documentation as required.
- (c) Provide details of the bank or building society account to which his or her salary or wage will be lodged.
- (d) Pass satisfactorily a medical assessment by the council's Occupational Health Unit.

- (e) Complete the relevant Northern Ireland Local Government Officers' Superannuation Committee (NILGOSC) membership or opt out forms.
- (f) Complete a disclosure of family relationships form.
- (g) Complete a disclosure of criminal convictions form, under the Rehabilitation of Offenders (NI) Order 1978. All applicants who are recommended for appointment to a post within Belfast City Council must provide details in respect of any criminal convictions which are not regarded as 'spent' convictions. Any disclosed convictions will be taken into account only when the conviction is considered relevant to the post and will be seen in the context of the job, the nature of the offence and the responsibility for the care of existing client/customer and employees.

**If the casual worker appointed acquires a conviction throughout the course of his/her employment with Belfast City Council, he/she must bring this to the attention of his/her line manager/departmental HR representative. Failure to comply with this request can result in a breach of the terms and conditions of employment and may result in sanction or dismissal. Any information will be dealt with confidentially and help is available.**

Please note that if a candidate is recommended for appointment he or she must complete the pre-employment checks, outlined above, within 10 working days or consideration will be given to withdrawing the recommendation for appointment and no formal offer of appointment will be made.

### **Council policies**

The casual worker will be required to comply with all current and future council policies, procedures, guidelines, agreed working practices and any relevant collective agreements. A copy of the council's Disciplinary Procedure and Grievance Procedure will be issued to all new workers at the council's induction course.

### **Conditions**

The general conditions of service as prescribed from time to time by the National Joint Council for Local Government Services and by the Council for its officers shall apply to the casual worker.

### **Service and hours of duty**

The hours of duty will be on an 'on call' basis depending on the operational requirements of the locations under the control of the Parks Development Section (as detailed above).

The Parks Development Section may offer work where it is available however, there is no obligation either on the Section to offer work or on the individual to accept any work that might be offered. Allocation of work is entirely at the council's discretion. The work concerned may be any of the duties outlined in the job description or a mix of duties during any period of engagement.

As an individual who provides an 'on call service', you may not only decline to accept work offered but also indicate the days and times when you will and will not be available to work. When you are offered work, you will be given as much notice as operationally possible to enable you to accept such work. In the same way, it is expected that you will give as much notice as possible if you are no longer able to accept the work offered.

Your name will be on a register of individuals who agree in principal to carry out occasional casual services. You will be invited and may agree to accept such work. Each time you agree to carry out the duties, it will be regarded as a separate engagement. These engagements are terminable without notice from either party.



You will be paid only for the hours actually worked. No payment will be made to any individual providing this service should the work be cancelled to which you had been invited and had accepted work.

### **Annual leave**

As a casual worker you will be entitled to 28 days leave per annum pro-rata based on actual hours worked. An additional percentage of 12.07% will be paid on top of the hourly rate to compensate for not taking the leave entitlement. The casual worker is required to provide 4 weeks' notice in writing if he or she wishes to revert to taking the leave rather than receiving the additional percentage payment. If the casual worker decides to revert to take his or her entitlement to leave, this entitlement will be calculated, on a quarterly basis in arrears, based on actual hours worked in the previous quarter.

The leave year commences on 1 April and leave entitlement during the first year of service will be calculated based on completed months of service.

### **Sick leave**

There is no entitlement to sick pay.

### **Uniform**

Uniform clothing will be issued by the relevant department. The wearing of such uniform clothing will be a pre-requisite of engagement and it must only be worn whilst on duty. Only in exceptional circumstances will items be replaced. All items of clothing and other issued equipment will remain the property of the relevant department. Facilities for changing and storage will be available.

### **Superannuation**

The person appointed can opt in voluntarily to become a member of the Local Government Pension Scheme (Northern Ireland) LGPS (NI). However, casual workers will initially receive a notice of postponement in line with automatic enrolment provisions which means that you may be considered eligible under scheme regulations at a later date. The LGPS (NI) is administered by Northern Ireland Local Government Officers' Superannuation Committee (NILGOSC) ([www.nilgosc.org.uk](http://www.nilgosc.org.uk)).

### **Canvassing**

Canvassing in any form, oral or written, direct or indirect, will disqualify a candidate for casual work. Candidates can, however, contact the relevant department for further information about the casual position. The person from the relevant department who provides further information should not be a member of the selection panel.

### **Interview expenses**

Reimbursement of interview expenses is not available.

### **Receipt of applications**

Completed applications must be received by **4pm on Monday 8 November 2021**.

Please note that it is the candidate's responsibility to ensure that his or her application form is submitted and received in the Human Resources Section by this closing date and time. Application forms returned electronically must be submitted as an email attachment. Due to the council's Computer Use Policy and security protocols, storage services such as SkyDrive are not accessible. Applications submitted as a link to a storage service will not be accepted. No late application forms will be considered. No application forms, or supporting information in respect of an already submitted application form, will be considered after this date and time. Applications will not be accepted by fax.

### **Short-listing, testing and interview dates**

It is envisaged that short-listing for this post will take place on **Monday 29 November 2021**.

Whilst no specific testing or assessment arrangements are anticipated for this post, depending on the volume of applicants, the council reserves the right to include these mechanisms as part of the selection process. If tests are undertaken, candidate marks from skills tests will be used to further shortlist candidates to be invited to attend for final interview. It is also envisaged that interviews will be held **on Monday 6 and Tuesday 7 December 2021 and will be held via MS Teams.**

The council will also make all reasonable efforts to accommodate applicants who are unavailable on the specified interview date but it is under no obligation to do so.

## Belfast City Council

Application for appointment as:

**Casual Front of House Steward (Scale 3)**

**Parks Development Section**

**City and Neighbourhood Services Department**

Name of Applicant:

Address:

The closing date for applications is **4pm on Monday 8 November 2021**.

Completed application forms should be emailed to [jobs@belfastcity.gov.uk](mailto:jobs@belfastcity.gov.uk) and you will receive an automatic reply when your application has been received. If you don't receive an acknowledgement within 30 minutes, please call 9027 0640 to confirm receipt (office hours are normally Mon-Thurs 8.30am-5pm, Fri 8.30am-4.30pm). You must confirm receipt **before** the closing date and time as we will not be able to accept applications that are sent but not received before the closing date and time.

**Please note, as part of our COVID HR Service Recovery Plan, we are unable to issue or receive any hard copy application forms, either by post or hand-delivered, at this time.**

**If you have a disability and require any reasonable adjustments, or your first language is not English and you require any assistance with any aspect of our recruitment and selection process, please call 028 9027 0640**

**Belfast City Council is an equal opportunities employer and we welcome applications from all sections of the community**



**Section 1: Personal details**

Are you currently employed by Belfast City Council?

Yes  No

If yes, please enter your staff number:

Have you been previously employed by Belfast City Council?

Yes  No

If yes, please state your reason for leaving:

**1. Your details**

(a) Title: (Mr, Mrs, Ms, Miss, Mx Dr etc)

(b) Forenames:

(c) Preferred name:

(d) Surname:

**2. Contact details**

(a) Telephone number:

(b) Email address:

(c) Address 1:

(d) Address 2:

(e) Town:

(f) County:

(g) Postcode:

**3. Other information**

National insurance number:

I certify that the above information is correct and understand that any false or misleading information, if proved, may result in no further action being taken on this application, or, if appointed, dismissal from the service of the council.

Signed:

Date:

**Section 2: Employment history**

**4. Employment history**

(a) Details of current employment and current position held:

Name and address of current employer (if any):	Exact date employment commenced (dd/mm/yyyy):	Position held with current employer:	Salary:

(b) Details of previous employment and positions held:

Name and address of previous employer(s):	From: (dd/mm/yyyy)	To: (dd/mm/yyyy)	Position(s) held:	Salary:

### Section 3: Experience

5. You must complete this form in either typescript (Arial font size 11) or legible handwriting using black ink. You must limit your text in the next section to no more than one A4 page. You must not use continuation sheets. If you submit more than one page, the short-listing panel will only consider the first page of information and you may not be short-listed.

Applicants **must**, as at the closing date for receipt of application forms, be able to demonstrate by providing personal and specific examples on the application form, that they meet the experience as stated in the employee specification.

#### Essential criteria

Applicants **must**, as at the closing date for receipt of application forms, be able to demonstrate on the application form, by providing personal and specific examples, at least **one** year's relevant experience of:

- (a) providing administrative support and using standard Microsoft Office programmes;
- (b) working in a customer facing environment, including experience of dealing with customer complaints; and
- (c) cash handling duties, including cash reconciliation.

#### Shortlisting criterion

In addition to the above experience, Belfast City Council reserves the right to shortlist only those applicants who, as at the closing date for receipt of application forms, can demonstrate on the application form, by providing personal and specific examples, that they have at least **two** years' relevant experience in the aforementioned areas (a)-(c).

#### In boxes (a) - (c), please provide the following details:

- (a) You must clearly state the start and end dates of your relevant experience including the number of years' experience you have in this area. You must clearly detail examples of the administrative support you have provided, the range of Microsoft Office programmes you have used, what you used them for, how they assisted you with your workload; etc.
- (b) You must clearly state the start and end dates of your relevant experience including the number of years' experience you have in this area. You must clearly detail how often you have dealt with members of the public; in what capacity; the type of dealings you have had; any issues or complaints that you encountered; how you have effectively dealt with these issues to ensure a positive outcome and good customer care; etc.
- (c) You must clearly state the start and end dates of your relevant experience including the number of years' experience you have in this area. You must clearly detail the types of cash handling and reconciliation duties you have performed; where you gained this experience; what your duties involved; the amounts of cash you have experience of handling and reconciling; etc.

**(a)**

Applicants **must** demonstrate here, by providing personal and specific examples, that they have **one** years' relevant experience of providing administrative support and using standard Microsoft Office programmes.

**(Please note, Belfast City Council reserves the right to short-list only those applicants who can demonstrate at least two years' experience in this area.)**

Continuation sheets must not be used

**(b)**

Applicants **must** demonstrate here, by providing personal and specific examples, that they have **one** years' relevant experience of working in a customer facing environment, including experience of dealing with customer complaints.

**(Please note, Belfast City Council reserves the right to short-list only those applicants who can demonstrate at least two years' experience in this area.)**

Continuation sheets must not be used



**(c)**

Applicants **must** demonstrate here, by providing personal and specific examples, that they have **one** years' relevant experience of cash handling duties, including cash reconciliation.  
**(Please note, Belfast City Council reserves the right to short-list only those applicants who can demonstrate at least two years' experience in this area.)**

Continuation sheets must not be used

**Equal opportunity monitoring form**

HR Reference number: 0000001230/

Belfast City Council is committed to ensuring that all eligible persons have equality of opportunity for employment and advancement in the council on the basis of ability, qualifications and aptitude for the work. To ensure the effective implementation of the Equal Opportunities Policy all applicants are requested to complete the following questionnaire. This questionnaire will be removed from your application form and will be strictly controlled in accordance with the Code of Practice on Monitoring agreed with Trade Unions.

**This questionnaire will not be seen by either the short-listing or interview panels.**

**Personal details:****Date of birth:****Gender Identity:**

How do you define your gender?

Male

Female

Prefer not to answer

I use another term (for example, Intersex, non-binary), please specific:

**Do you consider yourself to be trans\* or transgender\*\*?**

Yes

No

Prefer not to say

\* Trans can be used as an umbrella term to describe people whose gender is not the same as, nor does it sit comfortably with, the sex they were assigned at birth. Trans people may describe themselves using one or more of a wide variety of terms e.g. transgender, transsexual, gender-queer (GQ), gender-fluid, non-binary, crossdresser, genderless. The use of trans as an umbrella term may not be acceptable to all transgender people.

\*\* Someone who intends to transition, is transitioning or has transitioned from the gender they were assigned at birth.

**Family status:**

Married

Single

Divorced

Separated

Widowed

Cohabitant

Same sex marriage

Civil partnership

Dissolved civil partnership

Prefer not to answer

Other, please specify

**Ethnic origins:**

White

Indian

Pakistani

Bangladeshi

Chinese

Irish Traveller

Black African

Black Caribbean

Prefer not to answer

Black other, please specify

Mixed ethnic group, please

specify

Other, please specify

Please state your nationality or citizenship (for example, British, Irish, Polish):

**Official use only:**

Dob

Gender Identity

Status

Ethnic origin

Nation

**Persons with and without a disability:**

A person has a disability if they have “a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities” (Disability Discrimination Act, 1995)

**Do you, in accordance with the above, have a disability?**

Yes  No   
Prefer not to answer

Disability

If yes, please state nature of disability:

**If No, have you ever had a disability?**

Yes  No   
Prefer not to answer

History

While the selection panel will be made aware that you have a disability for the purposes of operating the Guaranteed Interview Scheme, they will not know the nature of your disability or if you need any reasonable adjustments as part of the recruitment and selection process unless you advise them.

Therefore, if you require any reasonable adjustments as part of the recruitment and selection process, please outline them:

If you wish to discuss any of this information further or you require any further clarification about the Guaranteed Interview Scheme, please feel free to contact our Helpline on **(028) 9027 0640** and we will be happy to help.

In addition, if you are aware of any adjustments that you will require, should you be successful in obtaining the job, please outline them:

**Official use only:**

**Persons with and without dependants:**

**If yes, please tick the relevant box(es) below- you may tick more than one box**

Do you look after or are you responsible for caring for anyone? Yes  No

Dependants

  

**If yes, please tick the relevant box(es) below- you may tick more than one box**

Children  Relative  A person with a disability

Prefer not to answer

Other, please specify:

**Sexual orientation:**

**What best describes your sexual orientation?**

Bi

Gay/lesbian

Heterosexual/straight

Prefer not to answer

I use another term, please specify:

Orientation

**Religious affiliation or community background:**

The council is required by The Fair Employment and Treatment (NI) Order 1998 to monitor the perceived religious affiliation or community background of its employees and applicants. In accordance with the Monitoring Regulations 1999, we are asking you to indicate the community to which you belong by ticking the appropriate box below:

I am a member of the Protestant community

I am a member of the Roman Catholic community

I am a member of neither the Protestant nor Roman Catholic communities

Prefer not to answer

Code

Method

**Please note:** If you do not complete this section, we are encouraged to use the 'residuary' method, which means that we can make a determination on the basis of personal information on your application form.

**Religious belief or tradition:**

Please specify your religious belief, for example, Christian, Hindu, Muslim:

Religious belief

No religious belief

Not disclosed

**Additional information:**

To monitor the effectiveness of our advertising, please indicate where you saw this job advertised:

Belfast Telegraph  Irish News  Newsletter

Sunday Life  Specialist journal  LinkedIn

Council trawl  Council website  Nijobfinder.co.uk

Facebook  Twitter  Word of mouth

Department of Learning, Jobs and Benefits  Executive search  Localgovernmentjobsni.gov.uk

Other, please state where: