Job Profile and Working for Stockport

Stockport team ambition respect

Our Council

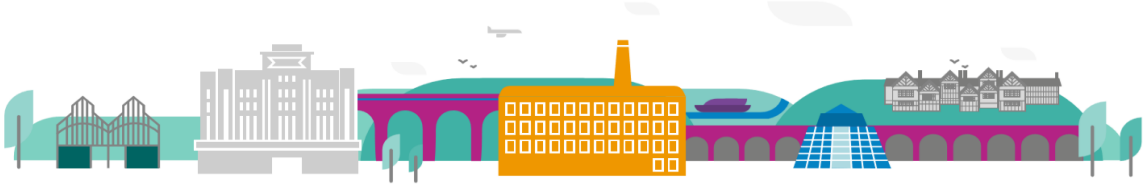
Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team.**

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at https://greater.jobs/locations/stockport/



About the Job

Role:	Stockroom Assistant
Service Area:	Stockroom
Directorate:	Corporate and Support Services
Salary Grade:	Scale 3

About Stockroom

Stockroom is an exciting new cultural and creative space with a year round creative programme that will encourage a wide range of people, both local and from further afield, to use and enjoy the space.

Stockroom is set in the heart of the town in Merseyway, its busy shopping area. Adding to the current cultural offer in Stockport, offers residents and visitors a place to drop in for cultural events and creative activities that are either free or bookable for a small charge.

Stockroom is also the new home for Stockport's main library and heritage archive.

Stockroom Studios is a space to enjoy a year-round programme of live performances and creative engagement activity with a great café on hand, providing the opportunity to study, play and be sociable.

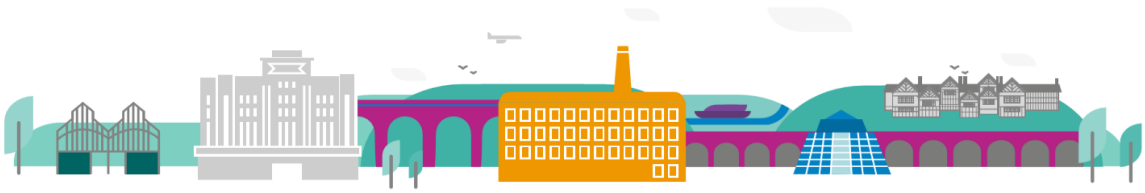
We are looking for warm, creative, open-minded, open-hearted individuals to join our team. You will be our first point of contact with Stockport residents, sharing with them our relentlessly optimistic outlook, our fearless attitude to trying new things and our kind approach to people and the planet.

Main Purpose of the Job

To provide outstanding customer service to all users of Stockroom. Engaging with residents pro-actively, adding value to the customer experience through:

- Providing a warm welcome to Stockroom
- active listening, being responsive and adaptable
- providing caring support to visitors; helping them find what they need
- working flexibly in a busy, changing environment
- Taking a pro-active approach to engaging with residents
- Helping to inspiring curiosity and creativity by engaging with residents and supporting creative events
- facilitating and promoting Stockroom's ambitious events and activities for everybody and anybody

Key Responsibilities



1. Make a positive contribution to the creative and cultural life of Stockport.
    - To warmly welcome residents and actively signpost to relevant services, events and information.
    - Provide a nurturing and caring environment for all residents.
    - Promote the cultural and creative programme taking place in Stockroom and across Stockport.
    - Share enthusiasm and knowledge of reading, books and other Stockroom activities.
    - Listen to and assist residents.
    - Help customers access information resources for themselves.

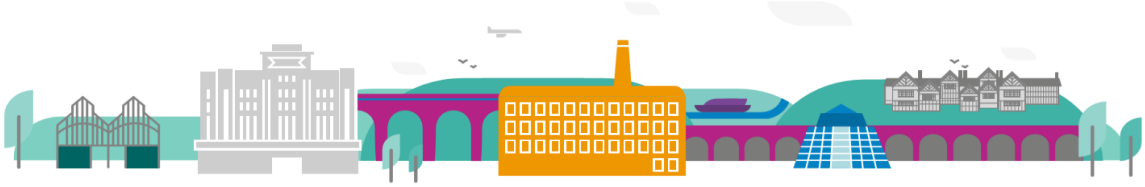
2. Supporting learners of all ages and abilities and ensure access for all.
    - To work flexibly to ensure adequate staffing to cover extended opening hours, including regular evenings and weekends.
    - To support customers in their learning and creative and cultural development.
    - To support customers in using IT services and accessing resources.
    - To adapt to support the accessibility requirements of a diverse range of customers.

3. Administrative and other duties:
    - To support residents with membership and book stock enquiries.
    - To take bookings, process applications and compile records and statistics as required.
    - To carry out financial transactions in accordance with Council financial procedures.
    - To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of protected characteristics.
    - To contribute to continuous service improvement.
    - To take responsibility, in partnership with the organisation, for own learning and development.
    - To assist in training new staff, volunteers and casual assistants, and to support less experienced members of the staff team in their development.
    - To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach, you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.



About You

Please use your application to tell us how well you meet the criteria listed below.

Tell us how you can demonstrate the key skills, experience, expertise and qualifications needed. We will use the information you provide in your application to decide whether you are shortlisted for interview. Interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- **Working to the Council's values and behaviours by:**
  - Keeping the people of **Stockport** at the heart of what we do
  - Succeeding as a **team**, collaborating with colleagues and partners
  - Driving things forward with **ambition**, creativity and confidence
  - Showing value and **respect** to our colleagues, partners and customers.

- Ability to welcome customers in an open, inclusive and accepting manner.
- Understanding of what excellent customer service is.
- Positive and pro-active manner with desire to learn and develop.
- Good interpersonal skills.
- Ability to work effectively and prioritise tasks as part of a team.
- Happy to work flexibly in a changing environment across various working hours including regular evening and weekend working.
- Ability to provide and maintain knowledge of Stockroom, Library and Information, Museums and other partner resources and services.
- Ability to maintain and share enthusiasm for and knowledge of Stockroom activities.
- IT skills and willingness to learn how to use a variety of digital systems and software.
- Ability to support the delivery of various events and group activities for people of all ages.
- Understanding of the importantance of accessibility and the meeting access requirements of a diverse range of client groups.
- Understands and actively supports Stockport Council's diversity and equality policy.
- To work collaboratively as a team and with partner organisations in a supportive way.
- Capable of lifting and handling.

Desirable

- First Aid Training
- Additional languages other than English, including British Sign Language (BSL), and those commonly spoken in the Stockport Borough.