

**Ambitious Stockport, creating opportunities** *for everyone*



**Thinking  
Stockport**



**Achieving as a  
Team**



**Working with  
Ambition**



**Showing everyone  
Respect**

## Job Profile and Working for Stockport

### Our Council

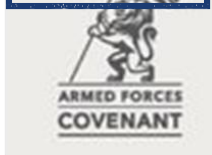
Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

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/>





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### About the Job

<b>Role:</b>	Font of House Officer - Stockroom
<b>Service Area:</b>	Stockroom
<b>Directorate:</b>	Corporate and Support Services
<b>Salary Grade:</b>	Scale 5

#### About Stockroom:

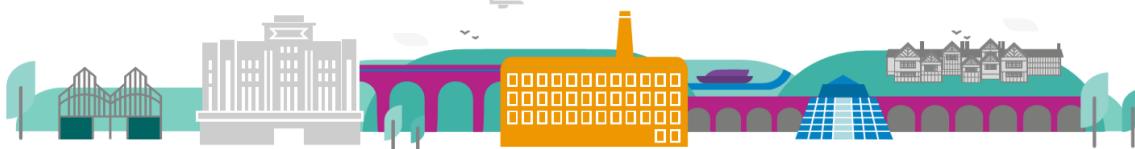
Stockroom is an exciting cultural and creative space with a year-round events and exhibition programme. It is home to a town centre library, a dedicated kids' library, Stockport's heritage archive, a café and flexible studio space.

Stockroom is located in the heart of the town centre in Merseyway, a busy shopping area. Since opening in May 2025, we have seen over 1,000,000 visits to Stockroom and we are proud to be a welcoming and inclusive space for everybody and anybody.

#### Main Purpose of the Job

We are looking for warm, open-hearted, open-minded individual to join our team. You will have a relentlessly optimistic outlook, a fearless attitude to trying new things and a kind approach to people and the planet. You will supervise the front of house operations at Stockroom with a focus on:

- Delivering excellent customer service to all Stockroom visitors and supporting the Stockroom team to do the same
- Ensuring that Stockroom is welcoming, clean and that any building and / or operational issues are addressed promptly with Stockroom management team
- Supervise the day-to-day operation of the building and staffing of the site
- Making regular checks of the systems and processes used in the running and maintenance of the building, and being responsible for the opening and closing of Stockroom
- Support the smooth running of commercial and creative events in the space



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### Key Responsibilities

#### Day-to-day operation of the building

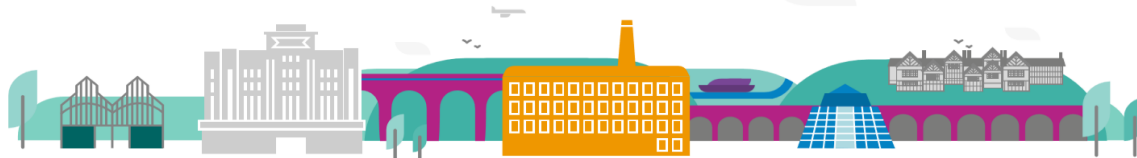
- To take the lead on the day to day running of the front of house areas of Stockroom, assisting Stockroom Library Manager and Stockroom Operations Manager and take charge as required in their absence.
- To take the lead on ensuring all front-line staff deliver an exemplary Stockport Live Well offer to create happy and healthy lives for everyone living in Stockport.
- To take the lead in diffusing and deescalating antisocial behaviour in line with Stockroom values and seeking appropriate support when necessary.
- Daily tasks including opening, closing and regular building and facilities checks
- To work on site in Stockroom to meet organisational / operational needs or to support the delivery of excellent customer service
- To support in the training of new staff, volunteers and casual event assistants
- To ensure all health and safety building checks and routine tasks are completed by library assistants
- To take the lead on the responsibility, as required, for building, stock and equipment security
- To take the lead on carrying out a range of tasks that make sure Stockroom is delivering the values of - 'by, with and for the people of Stockport'
- To ensure Stockroom maintains an attractive, contemporary environment; that displays are well stocked and that artworks and exhibitions are well maintained

#### Communication

- Being point of contact for staff working in FOH at Stockroom – Library Assistants, Stockroom Assistants and Casual Staff
- Liaison with all members of wider Stockroom management team regarding the day-to-day running of the space – including Operations Manager, Library manager and Creative Programme Manager
- Support development of working parties for all staff to attend

#### Services to Community:

- To take the lead on welcoming customers and supporting Library Assistants, Stockroom Assistants and casual staff to deal with enquiries and warm handovers / signposting where appropriate
- To support library assistants on arranging and hosting class visits to libraries from schools, ensuring all visits are delivered.
- To support the wider Stockroom management team in ensuring Stockroom reflects the needs of diverse resident groups, including services delivered in a sensitive manner
- To work flexibly to ensure adequate staffing to cover extended opening hours, including evenings and weekends.



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### Project & Event Support:

- To support the creative and library team in the delivery of projects and events at Stockroom, including regular public facing events, special programmes and one off events
- To support the Operations Manager in the delivery of Stockroom's commercial events and third party hires
- Attend meetings, events and activities as and when required both within borough and regionally

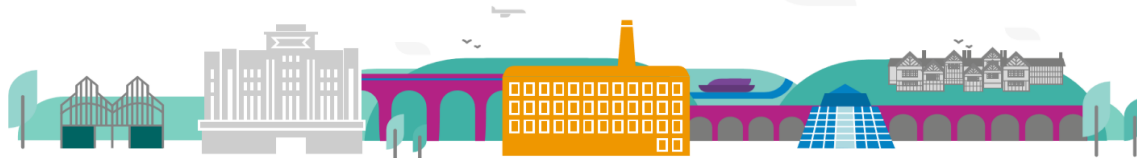
### Other duties:

- To contribute to continuous service improvement, particularly via constructive participation in internal or external reviews, inspections or assessments, team/departmental/Directorate meetings, and working groups.
- To take the lead on ensuring all staff participate in formal and informal customer consultation.
- To take responsibility, in partnership with the organisation, for own learning and development.
- To work flexibly to ensure adequate staffing to cover extended opening hours, including evenings and weekends.
- 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 their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.

### **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 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.



## **Ambitious Stockport, creating opportunities** *for everyone* **About You**

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any 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:

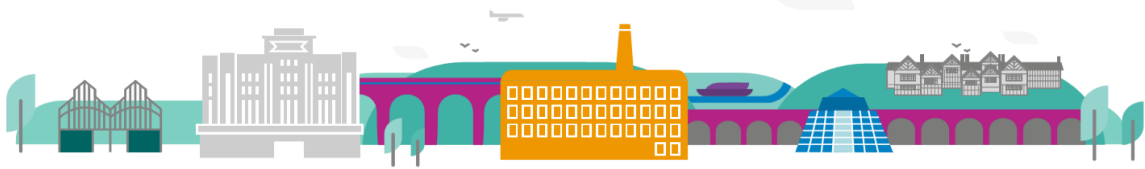
- Keeping the people of **Stockport** at the heart of what we do
- Succeeding as a **team**, collaborating with colleagues and partners
- Driving things forward with **ambition**, creativity and confidence
- Showing value and **respect** to our colleagues, partners and customers.

### **Essential Skills**

- Leadership & team building
- Strong communication & interpersonal skills
- Problem-solving
- Attention to detail & organisation
- Ability to work in busy, public facing environment with a diverse client group
- Commitment to delivering excellent customer service
- Understands and actively supports Stockport Council's diversity and equality policy.
- Understanding of inclusive practice and the needs and access requirements of a diverse range of residents within a public space
- Good IT skills and understanding and ability to use a variety of digital systems and software

### **Experience**

- Experience of working for an organisation that prides itself on customer service and / or resident experience
- Experience of training staff to provide services
- Experience of monitoring systems, for example health and safety checks are completed
- Experience of working in a busy, public environment
- Experience of working directly with the public and delivering excellent customer service
- Experience of supervising a front of house team
- Experience of the day-to-day running of a public building, including opening and closing, undertaking regular checks of systems and processes within the building, reporting issues and concerns to the management team



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