

**Work for your
local council**



Candidate Information Pack

- Duty Managers
- Sous Chef
- Venue Crew Members and Apprentices

Introduction

The roles being advertised will cover two stunning venues in the centre of Accrington, starting with the reopening of the iconic Market Hall, which has undergone significant restoration and been reimagined as not only a great place to shop locally, but somewhere to meet people, eat, drink and be entertained.

From April 2027, the equally impressive Town Hall next door will be served by the same team. You'll join at a hugely exciting time, in a brand new team and be a key part of making these successful places people are proud to have in their town, and want to visit.

You'll benefit from being employed by Hyndburn Borough Council, offering a genuinely competitive terms and conditions package. Our main offices are in Accrington and we also cover the townships of Oswaldtwistle, Great Harwood, Clayton-le-Moors and Rishton. We have large areas of outstanding open space to explore too, including our wonderful parks and 3 local nature reserves. We're home to the famous Accrington Stanley Football Club, our NORI bricks helped build the Empire State Building and our Haworth Art Gallery has the largest collection of Tiffany Glass in Europe.

Here's our vision for the Market:

Accrington Market will be a warm, bustling, and unmistakably local place where the town's food, craft, and conversation come together.

It will challenge the idea of a market as simply somewhere to shop. Here, the Market is somewhere to be - to meet, to eat, to discover, and to feel part of something happening. Accrington's traders, makers, and growers are at the centre, but so is everyone who walks through the doors.

It will be a place where Accrington's past as a market town is honoured not by standing still, but by getting busy again - with local produce, local jobs, local music, and local conversation.

Accrington Market will be a place people feel they belong: familiar enough to drop into for a cuppa, exciting enough to bring friends to on a Friday night.

The Roles

These roles will support a vibrant programme of food, drink, entertainment, cultural activities and events, creating welcoming spaces that attract residents and visitors throughout the day and into the evening. As our venues develop, successful candidates may be required to work across both locations.

All roles involve evening and weekend working on a rota basis and offer the opportunity to be part of something genuinely new and ambitious for Accrington. We are also creating a pool of casual staff to provide additional cover for events and busy periods.

As well as a competitive salary and a supportive working culture, we offer a generous annual leave package and access to the Local Government Pension Scheme.

Duty Manager

As a Duty Manager you'll be the responsible person on shift, leading the day-to-day operation of the venue and ensuring customers enjoy a safe, welcoming and high-quality experience.

You'll oversee bar and café operations, support the delivery of events, supervise Venue Crew Members, manage licensing responsibilities as one of the Personal Licence Holders, monitor stock and cash handling, and work closely with traders, performers, customers and partners.

We're looking for someone with experience in hospitality, venue management, events, retail or another customer-focused environment, together with strong leadership, communication and organisational skills.

Sous Chef

We're looking for an experienced Sous Chef or Chef de Partie with excellent cookery skills, creativity, a passion for quality produce and a commitment to outstanding customer service.

You'll prepare fresh food, help develop menus and seasonal specials, support catering for events and functions, and maintain the highest standards of food hygiene, allergen management and kitchen safety. You'll also guide Venue Crew Members when they are supporting kitchen operations.

Venue Crew Members (including apprenticeship roles)

This is a varied, customer-facing role providing hands-on support across all aspects of venue operations. We expect to include a number of apprenticeship opportunities within the team.

You could be serving customers at the bar, waiting on tables, supporting and setting up events, assisting in the kitchen, handling transactions, maintaining high standards of cleanliness and helping to create a fantastic visitor experience.

We're looking for enthusiastic team players with excellent customer service skills, a positive attitude and a willingness to learn. Experience in hospitality, retail, events or another customer-facing role would be an advantage, but we're equally interested in people with the right attitude and potential.

What we're looking for

Across all roles, we are seeking people who:

- Are ideally available for work from 14 November 2026
- Put customers first.
- Enjoy working as part of a team in a busy environment.
- Are reliable, flexible and professional.
- Share our ambition to make Accrington's town centre somewhere people are proud to visit.

The full job description and person specification for each role is included within this document.

If you have the right experience and can demonstrate that your skills and experience match these requirements, we would love to hear from you

Your Salary and Benefits

Salary

- Shown on each of the job descriptions, depending on the role
- Additional enhancements will be payable for evening and weekend working

Hours of Work

- Variable options available, to meet the needs of the venues.
- Rotas will be circulated in advance.

Leave entitlement

Your leave allowance starts at 25 days (pro rata if you work part-time hours), with an extra 2 days after working for the Council for a year, as well as an extra 5 days when you have 5 years continuous local government service.

This is in addition to public holidays or an equivalent allowance if required to work.

Pension

We will enrol you into the Local Government Pension Scheme on commencing employment. This is a "career average" scheme, which means you will build up benefits based on your pay each year. Your contributions depend on the level of your pay. We will also make employer contributions.

Supportive Working Arrangements

We have a confidential 24/7 Employee Assistance Programme which can support you and household members through difficult patches, including counselling support.

Learning and Development

We will support and encourage you to keep developing your skills and professional knowledge. We'll provide relevant training and provide in-house opportunities, including through the "Hyve", our access anywhere e-learning platform. We're keen to include Apprenticeships roles in the team too.

Diversity and Inclusion

We value diversity and inclusion. We know we can't stand still on this; we try to keep improving. We want all our staff to feel valued and respected and to see this as a great place to work. We'd love our workforce to better reflect the communities we serve.

We welcome applications from candidates from under-represented groups, including people with disabilities or from ethnic minorities.

We offer a guaranteed interview to anyone with a disability who can show they meet the essential criteria - we'll ask you to indicate on the application form if this applies.

Other Benefits

Other benefits include a leave purchase scheme, reduced leisure membership, credit union, access to discounts, health cash plan, access to physiotherapy / osteopathy treatment, and death in service benefit (separate from the pension scheme).

How to Apply

Take a look at the job description and person specification for the role you're interested in applying for. To apply for the role, please complete our application form via the Jobs section of our website:

[Working at the Council – Hyndburn Borough Council](#)

The form includes space for a supporting statement where you should explain how you meet the requirements listed on the job description and person specification. You should demonstrate how your skills, qualities and experience meet the requirements of the job (as described in the job advert and candidate pack). And instead of simply telling us, show us: use real life examples of where you've used a certain skill or how you've practically applied your experience. This supporting statement is a really important part of the selection process so make sure you keep your statement **relevant** and **concise**. Think about what we need to know about you and what you'd bring to the role and our organisation.

Hyndburn Borough Council values honesty and integrity and expects all candidates to share these values. Please ensure that all the examples you use in support of your application are representative of your own experience. For more information, please see our [Guidance on using Artificial Intelligence in job applications](#).

Equality Monitoring Questions

We're committed to improving our workplace representation so we reflect the diverse communities we serve and we'd really appreciate it if you could tell us about certain equality characteristics on your application form. This information will not be shared with the people making decisions on shortlisting or who to appoint. This will help us assess whether there may be any barriers to people applying or being successful in their application, based on equality characteristics.

Submitting your application

Once you've filled out and completed everything, you'll be prompted to submit your application. Simply click the button and you're done. If, at any stage, you have questions or problems, please contact HR at recruit@hyndburnbc.gov.uk

We'll normally get back to you within a couple of weeks at the most if you've been shortlisted for interview.

Good luck!

Hyndburn Borough Council

Job Description

Job Title:	Duty Manager (2 roles)
Hours:	37 per week including evening and weekend working on a rota
Service:	Culture, Heritage & Engagement
Agreement:	NJC For Local Government Services
Range:	Scale 8 – scp 27 – 29 £39,481 to £40,444 (salary for 37 hours, pro rata if fewer)
Other:	Casual Car User Allowance Safety Critical role – subject to random testing under Drug and Alcohol policy Enhancement payable for unsocial hours worked

Organisational Relationships:

Reports to:	Town Centre Venue Manager
Supervises:	Venue Crew Members (apprentices, bar / café staff on shift); security (contract) staff
Coordinates with:	Other Duty Manager, Sous chef, Council colleagues, Elected Market Portfolio Holder, traders, internal and external customers, shoppers, representatives of external organisations, local businesses, creative and entertainment providers, food and beverage operators, licensing authorities
Customer Focus:	As a public servant any duties of the post which require contact with or provision of service to the Authority's customers shall be carried out in a courteous, helpful and professional manner in line with the Customer Care Policy adopted by the Council.

Primary Objectives of Duty Managers:

- *Support vibrant venue operations:* Act as the senior responsible person on duty, ensuring Accrington Market (bar, café, events and market floors) operates safely, efficiently and to the highest standards of customer experience.
- *Lead hospitality and licensing on shift:* Oversee bar and café operations, act as a Personal Licence Holder, ensure full compliance with licensing objectives, and drive excellence in food and beverage service.
- *Deliver and supervise events:* Lead or support the Venue Manager with the operational delivery of events, for example live music, comedy, DJ nights, weddings, social gatherings and community markets, under the direction of the Town Centre Venue Manager.

- *Support commercial performance:* Assist the Town Centre Venue Manager with stock control, beer and food ordering, cellar skills, cash handling and cost management to protect gross profit and net profit margins.
- *Lead and develop the team:* Manage staff rotas, supervise Venue Crew Members and apprentices, provide on-the-job training and feedback, and foster a motivated, flexible “can do” culture.
- *Champion place-making:* Ensure the venue is a compelling destination that drives footfall and repeat visits, supporting the evening and weekend economy.
- *Future developments:* Support the expansion of the role / team to cover Accrington Town Hall.

Main Duties & Responsibilities:

The following relate to Accrington Market but it is expected that similar duties and responsibilities will cover the planning for and management of Accrington Town Hall from 1 April 2027.

Venue Management and Operations

1. Act as the manager on duty during all opening hours, taking day-to-day operational and commercial decisions in line with venue policies, responding to live issues and escalating to the Town Centre Venue Manager where appropriate.
2. Ensure the venue meets the highest standards of cleanliness, safety, accessibility and customer experience across the bar, café, event spaces and market floors.
3. Implement robust health and safety arrangements, fire safety protocols and building security in line with Council policy, legislation and best practice; play role as part of manager team to maintain all required documentation and risk assessments.
4. Act as a keyholder, liaising proactively with Property Services and contractors to address maintenance and security requirements.
5. Assist the Town Centre Venue Manager in maintaining business continuity plans to ensure operational resilience during adverse weather and other disruptions.

Bar, Licensing and Hospitality

6. Act as one of the Personal Licence Holders on behalf of the Council, taking overall responsibility during shift for authorising alcohol sales; ensure compliance with all licensing conditions, promotion of the licensing objectives and statutory obligations relating to the sale of alcohol and regulated entertainment.
7. Oversee bar operations on shift including stock control, beer and food ordering, cellar management (line cleaning, barrel changing), cash handling and till reconciliation.

Programming, Events and Activation

8. Lead the operational delivery of events on the day including live music, comedy, DJ nights, weddings, social gatherings, craft markets and seasonal celebrations, working to plans set by or with the Town Centre Venue Manager.
9. Coordinate with performers, artists, sound engineers and suppliers to ensure high-quality, safe event delivery.
10. Oversee event setup, sound and lighting requirements, security arrangements and crowd management on shift.
11. Assist the Town Centre Venue Manager in evaluating events and hospitality performance, using data and insights to inform programming and identify improvements.

Trader Relations and Lettings Support

12. Support the Town Centre Venue Manager in developing and maintaining strong working relationships with market traders, providing responsive on-shift support.
13. Enforce market regulations fairly and consistently, in line with Council policy.

Team Leadership and Development

14. Help manage staff rotas for the market team, ensuring adequate cover across bar, café, events and general duties.
15. Supervise, mentor and develop Venue Crew Members and apprentices, holding regular briefings and providing on-the-job training, feedback and development opportunities.
16. Support the training and supervision of work experience placements as required.
17. Deal with security staff and security due diligence, ensuring a safe environment for staff, traders and visitors.

Financial and Commercial Management

18. Monitor daily income and expenditure on shift, manage cash handling procedures and ensure accurate financial recording in accordance with Council procedures.

General Requirements

19. Undertake such other duties as may be reasonably required, commensurate with the grade and scope of the post

In order to ensure that job descriptions are kept up to date, all employees are given the opportunity to regularly review their roles through the Authority's Performance & Development Reviews (PDR). Staff are therefore required to take a reasonable and flexible approach to changes arising from working practices or changing workloads.

Equality Act 2010 - *Where appropriate the duties may be reviewed where an applicant is a disabled person, or an existing employee becomes unable to carry out the full range of duties due to a disability*

Hyndburn Borough Council is committed to encouraging and supporting employees to achieve a Level 2 qualification in English and Maths.



Person Specification

Job Title: Duty Manager			
Criteria are measured using 4 different sources: Application Form (A), Interview (I), Test (T), References (R)			
Job Criteria (Based on Job Description)	Essential	Desirable	Measured by
Qualifications: - Relevant qualification in business management, events management, marketing, hospitality or related field - Personal Licence Holder	✓	✓	A A
Experience: - Substantial experience in venue management, events management, retail management or similar customer-facing environment - Proven track record of supporting events - Experience of staff supervision and team leadership - Experience in licensed premises - Experience in cellar management, stock control, beer and food ordering, and cash handling - Experience in food and beverage operations, including working with kitchen and café teams - Experience dealing with security staff and managing safety in public venues - Experience in music production or sound engineering (dealing with bands and artists)	✓ ✓ ✓ ✓ ✓ ✓	✓ ✓	A/I A/I A/I A/I A/I A/I A/I A/I
Knowledge/Skills/Abilities: - Excellent customer service skills with commitment to creating outstanding visitor experiences - Commercial acumen with understanding of gross and net profit and cost management - Creative and innovative thinking with ability to contribute ideas to programming and hospitality - Strong interpersonal and oral communication skills with ability to build effective relationships at all levels, including hands-on engagement with traders, visitors and event participants - Financial management skills including daily cash management, budget awareness and forecasting - Thorough understanding of health and safety requirements in public venues and licensed premises - Ability to manage multiple priorities and deliver to deadlines - Problem-solving skills with ability to respond effectively to operational challenges	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		A/I A/I A/I A/I A/I A/I A/I A/I

• Understanding of licensing legislation relating to the sale of alcohol and regulated entertainment, and safeguarding responsibilities • Self-motivated, adaptable and proactive with ability to work independently and use professional judgement, recognising when to escalate to the Town Centre Venue Manager	✓ ✓		A/I A/I
Additional Requirements: • Flexible approach to working hours including regular evening and weekend work • Regular and Reliable Service, (the Council does not wish to employ individuals who have a poor history of attendance at work, where there is no underlying medical reason for the absence). • A commitment to customer care and equal opportunities and an understanding of how to put these into practice.	✓ ✓ ✓		A/I R A/I

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Hyndburn Borough Council

Job Description

Job Title:	Sous Chef
Hours:	37 per week including weekend working and occasional evenings
Service:	Culture, Heritage & Engagement
Agreement:	NJC For Local Government Services
Range:	Scale 8 – scp 27 – 29 £39,481 to £40,444 (salary for 37 hours, pro rata if fewer)
Other:	Casual Car User Allowance Safety Critical role – subject to random testing under Drug and Alcohol policy Enhancement payable for unsocial hours worked

Organisational Relationships:

Reports to:	Town Centre Venue Manager / Duty Managers
Supervises:	Venue Crew members supporting café
Coordinates with:	Council colleagues, traders, customers, performers, event organisers
Customer Focus:	As a public servant any duties of the post which require contact with or provision of service to the Authority's customers shall be carried out in a courteous, helpful and professional manner in line with the Customer Care Policy adopted by the Council.

Primary Objectives:

- Lead day to day food preparation for the Market Hall café and Town Hall events.
- Deliver excellent customer service, creating a welcoming and vibrant atmosphere for visitors, traders and event attendees that drives customer satisfaction and repeat visits.
- Maintain high standards of cleanliness, organisation and excellent presentation throughout the venues, working safely and in line with health, safety and food hygiene requirements.
- Develop own skills and support others by taking part in training and development, and, where relevant, helping with the induction and training of apprentices and work experience placements.

Main Duties & Responsibilities:

These apply to Accrington Market, and Accrington Town Hall from April 2027

1. Produce café food, develop menus, local and seasonal dishes and specials, and take responsibility for event catering from preparation through to delivery.
2. Direct assigned Venue Crew Members to assist in the kitchen with food preparation, plating, garnishing and cooking tasks, maintaining food hygiene and allergen-handling standards.
3. Maintain consistent quality, presentation and portion control.
4. Monitor stock levels and contribute to ordering.
5. Reduce food waste and make sensible use of ingredients, with a focus on fresh produce.
6. Keep the kitchen clean, organised and ready for service.
7. Prepare and deliver food for private events.
8. Help create catering menus to suit different budgets, numbers, dietary and cultural requirements, and styles of events.
9. Ensure that all food safety, hygiene and allergen procedures are strictly followed, including storage, labelling and preparation.
10. Participate actively in training, and continuous professional development to build skills.
11. Support and share knowledge with less experienced team members, apprentices and work experience placements, encouraging high standards in a supportive, non-supervisory capacity.
12. Work flexibly across all areas of the Market and at Accrington Town Hall as the portfolio expands.
13. Undertake such other duties as may be reasonably required, commensurate with the grade and scope of the post.

In order to ensure that job descriptions are kept up to date, all employees are given the opportunity to regularly review their roles through the Authority's Performance & Development Reviews (PDR). Staff are therefore required to take a reasonable and flexible approach to changes arising from working practices or changing workloads.

Equality Act 2010 - *Where appropriate the duties may be reviewed where an applicant is a disabled person, or an existing employee becomes unable to carry out the full range of duties due to a disability*



Person Specification

Job Title: Sous Chef			
Criteria are measured using 4 different sources: Application Form (A), Interview (I), Test (T), References (R)			
Job Criteria (Based on Job Description)	Essential	Desirable	Measured by
<i>Criteria in italics mean this is desirable</i>			
Qualifications: - Food Hygiene Level 2 - Training in allergen awareness - Professional cookery qualification at NVQ level 2 or above, or equivalent experience - A good standard of literacy and numeracy, sufficient for accurate stock handling, following and communication menus and recipes and clear communication <i>Level 2 qualification in maths and English</i>	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓	- A - A/I - A/I - A/I - A
Experience: 3 years' experience as a sous chef or chef de partie - Experience working in café, restaurant or similar catering environment using fresh produce - Experience catering for large groups or events - Experience supporting, mentoring or training others in a workplace or voluntary setting. - Experience in preparation of coffees (barista)	✓ ✓ ✓ ✓ ✓		- A/I - A/I - A/I - A/I - A/I
Knowledge/Skills/Abilities: - Excellent customer service skills with a friendly, approachable and professional manner - Knowledge of health and safety, food hygiene, allergen management and cleanliness standards in hospitality - The ability to work flexibly and adapt to changing priorities, tasks and venues - Good organisation and time management - Good communication and team-working skills, with the ability to work effectively with colleagues, traders and the public - Reliability, punctuality and a commitment to regular attendance and shift work - Ability to remain calm under pressure - Physical ability to perform the manual tasks intrinsic to the role, including lifting, standing for long periods and working in a busy environment - A self-motivated and proactive attitude with a positive can-do approach	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		- A/I - A/I - A/I - A/I - A/I - A/I - A/I - A/I - A/I
Additional Requirements:			

• Flexible approach to working hours including regular evening and weekend work on a rota	✓		R
• Regular and Reliable Service, (the Council does not wish to employ individuals who have a poor history of attendance at work, where there is no underlying medical reason for the absence).	✓		R
• A commitment to customer care and equal opportunities and an understanding of how to put these into practice.	✓		A/I

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Hyndburn Borough Council

Job Description

Job Title:	Venue Crew Member / Apprentice Crew Member
Hours:	There will be a number of roles ranging from 13 to 37 per week including evening and weekend working on a rota
Service:	Culture, Heritage & Engagement
Agreement:	NJC For Local Government Services
Range:	Scale 4 – scp 8 – 12: £27,709 to £29,542 pro rata - Hourly rate starts at £14.36 - Progression through scale is via annual increments Apprenticeship roles paid at Foundation Living Wage £13.45 per hour
Other:	Enhancements payable for unsocial hours – after 8pm and weekends (excluding apprenticeship roles)

Organisational Relationships:

Reports to:	Town Centre Venue Manager / Duty Managers / Sous Chef (depending on daily task allocation)
Supervises:	None
Coordinates with:	Council colleagues, traders, customers, performers, event organisers
Customer Focus:	As a public servant any duties of the post which require contact with or provision of service to the Authority's customers shall be carried out in a courteous, helpful and professional manner in line with the Customer Care Policy adopted by the Council.

Primary Objectives:

- Provide flexible venue support by delivering enthusiastic, hands-on assistance across all market / Town Hall operations including bar, café, events, kitchen and general venue duties.
- Deliver excellent customer service, creating a welcoming and vibrant atmosphere for visitors, traders and event attendees that drives customer satisfaction and repeat visits.
- Support events delivery by assisting with the setup, delivery and breakdown of events including live music, comedy, weddings, social gatherings and markets.

- Maintain high standards of cleanliness, organisation and excellent presentation throughout the venues, working safely and in line with health, safety and food hygiene requirements.
- Develop own skills and support others by taking part in training and development, and, where relevant, helping with the induction and training of apprentices and work experience placements.

Main Duties & Responsibilities:

These apply to Accrington Market, and Accrington Town Hall from April 2027

We do not expect all staff to undertake all duties from the start of employment. Task allocation will take into account each individual's skills and experience and is likely to rotate e.g. between bar and café. The intention is to train all staff to have a rounded set of skills but potentially with more specialist focus.

1. Serve customers at the bar, including serving drinks, handling cash and card transactions, operating the till and reconciling floats.
2. Serve alcohol responsibly and in line with the premises licence and the Licensing Act 2003, including age verification (Challenge 25) and refusing service where appropriate, reporting concerns to the Duty Manager
3. Support cellar operations including changing barrels and line cleaning under the supervision of the Duty Manager.
4. Collect glasses, wash glassware and maintain cleanliness of the bar, seating areas and public spaces.
5. Serve food and beverages, ensuring excellent customer care, efficient service and the accurate communication of allergen and ingredient information to customers.
6. Assist with event setup and breakdown including furniture, staging, sound equipment, decorations and signage.
7. Support front-of-house operations during events including ticketing, meet-and-greet, crowd management, stewarding and visitor information.
8. Work with performers, artists, sound engineers and event organisers to ensure smooth, safe delivery, and support sound, lighting and technical requirements as needed.
9. Assist in the kitchen with food preparation, plating, garnishing and basic cooking tasks as required by the Sous Chef, maintaining food hygiene and allergen-handling standards.
10. Support pot wash and dishwashing operations, and assist with stock rotation, deliveries and cleaning of kitchen equipment ensuring kitchen hygiene standards are maintained.
11. Maintain cleanliness and housekeeping across all areas of the market, including toilets, public areas, back-of-house, trader stalls and event spaces.
12. Support trader relations by providing information to visitors, assisting traders with operational queries and helping to create a positive trading environment.
13. Perform cash handling and basic financial duties (such as till operation) in accordance with Council procedures.
14. Support security and safety protocols, including emergency and evacuation procedures, and report incidents, accidents, hazards and concerns to the Duty Manager promptly.
15. Undertake general venue duties including cleaning, pot wash, glass collecting and any other tasks required to maintain operations.

16. Participate actively in training, apprenticeship programmes (where relevant) and continuous professional development to build skills across bar, kitchen, events and general duties.
17. Support and share knowledge with less experienced team members, apprentices and work experience placements, encouraging high standards in a supportive, non-supervisory capacity.
18. Work flexibly across all areas of the Market and at Accrington Town Hall as the portfolio expands.
19. Undertake such other duties as may be reasonably required, commensurate with the grade and scope of the post.

In order to ensure that job descriptions are kept up to date, all employees are given the opportunity to regularly review their roles through the Authority's Performance & Development Reviews (PDR). Staff are therefore required to take a reasonable and flexible approach to changes arising from working practices or changing workloads.

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Additional Requirements: • Flexible approach to working hours including regular evening and weekend work on a rota • Regular and Reliable Service, (the Council does not wish to employ individuals who have a poor history of attendance at work, where there is no underlying medical reason for the absence). • A commitment to customer care and equal opportunities and an understanding of how to put these into practice.	✓ ✓ ✓ ✓		A/I R R A/I
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