

NORTHERN IRELAND ASSEMBLY

Job Specification

Assembly Ushers

(Assembly Grade 8)

Main Duties and Responsibilities

The main role and responsibilities of the post holder are:

- i) providing accurate information and customer service to Members, staff, Secretariat staff and members of the public on general Assembly arrangements and facilities;
- ii) carrying out reception duties to create a professional image of the Assembly for visitors;
- iii) helping maintain good order and security awareness within Parliament Buildings and its precincts in an unbiased and impartial manner, ensuring incidents are reported to line management and logged;
- iv) collecting, sorting and delivering internal mail to meet Assembly delivery/collection deadlines;
- v) conducting internal and external security patrols of Parliament Buildings, and taking appropriate action to deal with security related incidents and reporting and logging such incidents;
- vi) providing first line assistance to PSNI personnel attached to the Assembly and Emergency services in the course of their duties and in response to an incident;
- vii) carrying out searches of people and vehicles, and operating search equipment in accordance with standard operating procedures;
- viii) monitoring and supervising Assembly car parks;
- ix) using equipment to screen external mail and goods entering Parliament Buildings;

- x) providing assistance during emergencies and with the evacuation of the building in compliance with procedures;
- xi) ensuring compliance with Security policies - carrying out duties in accordance with Assembly Usher Standard Operating Procedures, including limited use of IT and issuing and checking of security passes;
- xii) carrying out duties appropriate to the grade as reasonably required by Usher Services management to support Assembly business.

ESSENTIAL CRITERIA

5.1 At the closing date for applications, applicants must have at least one year's experience of the following:

- a) meeting and greeting members of the public, receiving visitors into the premises, providing information and escorting visitors/members of the public as required;
- b) operating and communicating effectively, both individually and as part of a team; and
- c) providing excellent customer service to internal and external customers when dealing with queries either face to face or by telephone.

CORE COMPETENCES

In addition to the essential criteria outlined above the following competences will be tested at interview:

Services

The ability to deliver services to meet required standards of quality and plans and organises workload to meet standards and deadlines

People

The ability to create, maintain and enhance effective working relationships and contribute to the assessment of own development needs and develop self to improve job performance and fulfill future potential.

Information and Communication

The ability to communicate information to meet customer needs in a clear, concise and timely manner; operate IT systems to the required standard; optimize the use of IT systems.