

Senior Assembly Usher – Assembly Grade 7

Job Description

The post holder will act as a team leader, report directly to the Principal Assembly Usher and assist them in the provision of a safe and secure environment to support Assembly business. The post holder will have specific responsibility for the detailed management of the Assembly Usher and Control Room teams. As a team leader the post holder is expected to manage individually a team of Assembly Ushers and Control Room operatives ensuring that they are deployed appropriately.

Main Duties and Responsibilities

- acting as an Assembly Usher team leader with line management responsibility for Assembly Ushers and Control Room Operatives including their performance management.
- managing shift patterns and rotas for the Usher and Control Room Operator teams efficiently and effectively in accordance with business needs as outlined in the Day List, Business Diary, and senior management instructions
- ensuring value for money in the deployment of staff resources to meet business need
- overseeing daily Control Room operations
- liaising with Parliament Buildings occupants in relation to access and egress arrangements for visitors
- assisting in the maintenance of good order during daily business, events, functions and official tours
- taking responsibility for routine supervision of security within Parliament Buildings and its precincts in accordance with Security policy and procedures
- ensuring incidents within Parliament Buildings and its precincts are promptly reported to senior management and recorded as appropriate

- overseeing the coordination and management of Security staff during emergencies and evacuations
- participating in Plenary and Committee duties as required
- ensuring compliance with Assembly policies and Standard Operating Procedures
- ensuring that the Assembly postal service is managed in an efficient, effective and secure manner, and that all daily postal targets are fully met
- continually liaising with other business areas to ensure that the postal service fully meets the Assembly business needs
- supporting the developmental and training needs of the Usher and Control Room Operator teams
- ensuring staff are continually briefed and updated on Assembly business requirements and encouraging effective communications within teams
- Communicating and liaising with external agencies and organisations, including police and other emergency services
- carrying out duties as reasonably required by Security and Usher services management.

REQUIREMENTS FOR THE POST

Eligibility Criteria

By the closing date for applications, applicants must have at least 2 year's experience, gained within the last 5 years, of:

- supervising an operational team (including the day to day management and deployment of staff) whose duties include reception duties, receiving visitors into premises and/or checking or issuing personal security or access passes.
- training staff, which can include on-the-job training
- supervising and operating an internal postal or courier system.

- Assisting in reviewing and formulating operational plans and procedures
- experience in using IT packages, including sending & receiving emails and using word processing

Shortlisting Criteria

Should it be necessary to shortlist applicants to go forward to interview, the following shortlisting criteria will be applied in the order listed.

(i) one year's experience of dealing with problems raised by external customers and/or stakeholders.

(ii) one year's experience of delivering verbal team briefings

A graded shortlisting mechanism will be applied to the evidence provided by applicants against the shortlisting criteria and the selection panel reserves the right to apply a minimum standard to be achieved at shortlisting stage.

Core Competences

In addition to satisfying the eligibility criteria at 5.1 above, the following core competences also apply to this post (full details are included in the application pack):

Services – the ability to deliver and maintain services and contribute to the planning and implementation of changes in services, operations and systems to meet customer needs

Resources – the ability to contribute to the planning, allocation, monitoring, evaluation and control of resources.

People – the ability to contribute to the development of teams and individuals and evaluate their work performance.

Information and Communication: - the ability to seek, evaluate and communicate information and to solve problems, make decisions, influence and gain the commitment of others.

