

# 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.