**SURREY HEATH BOROUGH COUNCIL**

**JOB DESCRIPTION**

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| **Directorate: Transformation** | **Job Title: COVID Ambassador** |
| **Reports to: Economic Development**  **Manager** | **Post Number:** |

**MAIN PURPOSE OF JOB**

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| To promote social distancing and encourage public compliance with COVID-19 public health measures. To educate and explain COVID-19 Secure guidelines in the public realm and for business premises. To identify and support businesses and premises not following guidelines, escalating as appropriate. |

**KEY TASKS**

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| * Promote social distancing and encourage public compliance with COVID-19 public health measures * Educate and explain COVID-19 Secure guidelines in the public realm and for business premises * Identify and support businesses and premises not following guidelines, escalating as appropriate * Directing pedestrians and managing pedestrian one-way systems * Guiding pedestrians through exit and entry points * Checking and promoting visibility of COVID-19 Secure messaging * Handing out face coverings |

**RELATIONSHIPS**

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| **Supervisory Responsibility:** None  **Important Internal Relationships:**  Economic Development Manager  Environmental Health Team  Other staff throughout the Authority    **Important External Relationships:**  All residents, businesses or visitors of Surrey Heath Borough Council. |

**MAIN RESPONSIBILITIES/DUTIES**

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| **Knowledge & Expertise**   * To be fully knowledgeable with regard to government legislation relating to coronavirus and social distancing. * Maintain accurate computerised data records and administration in respect of customer contacts. * Actively maintain and develop a thorough and up to date working knowledge of Council services and the procedures, guidance and legislation that affect their work * Assist with keeping records of all activity in order that management can clearly see what has happened in the event of an incident occurring on site. * Alert the supervisor, management or appropriate authorities in the event of any incident that requires attendance of emergency services, or external professional assistance. |

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| **Relations with People (Internal & External):**   * An ability to influence others and support the delivery of government guidelines * An ability to communicate effectively with residents, businesses and visitors to Surrey Heath. * Develop excellent working relationships with colleagues in all our Partner Organisations. * Develop excellent working relationships with members of the public in order that every person has the best experience possible. * Develop excellent working relationships with businesses in Surrey Heath. |

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| **Leadership, including management and supervisory responsibilities**   * To have an empowered positive approach providing an excellent service, as Customer Service Professionals. |

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| **Financial Accountability**   * None |

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| **Initiative and Independent Action**   * Ensure all Customers are passed to the relevant officer within the Council, if any enquiry cannot be fully resolved * Ensure all Customers are referred to the correct partner agency if their enquiry is not a Council matter * To work from full instructions from superiors, but make minor decisions within clearly laid out boundaries from management which will involve the use of judgement. * This post will involve some lone working which will involve making decisions based on information from the public or contractors. Problems will be referred to senior staff. * Identify areas for improvement. * To carry out any other duties commensurate with the grade of this post, as and when required. |

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| **Planning, Organising and Prioritising**   * Responsible for planning and organising your own tasks * Responsible for escalating issues to Team Leader as required, and across other agencies in a timely and appropriate manner |

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| **Communication**   * To promote team working in all areas * To promote a culture within the Service which is supportive of the Council’s purpose, aims and values and to take all reasonable steps to maintain good employee relations * Participate in Council projects as and when necessary e.g. involvement in service improvement or undertaking Customer satisfaction surveys and performance monitoring processes * Attend and participate in departmental meetings as required, supporting colleagues and sharing information appropriately |

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| **Customer Service**   * Deliver an excellent quality Customer enquiry handling and resolution service to all Customers |

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| **Health and Safety**   * Responsible for ensuring high standards of health & Safety and managing risk * Responsible for keeping appropriate records of information |

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| **General**   * Flexibility of working hours to meet the needs of the role * To undertake other roles, responsibilities and duties commensurate with the level and expectations of this post which may be required from time to time |