EDINBVRGH
THE CITY OF EDINBURGH COUNCIL

POST TITLE	**TEST ASSISTANT – ASYMPTOMATIC TESTING SERVICE CENTRES**
DIRECTORATE	**PLACE DEVELOPMENT**
SERVICE	**REGULATORY SERVICES**
RESPONSIBLE TO	**TEAM LEADER**
NUMBER OF POST HOLDERS	**2**
ACTING UP/ SECONDMENT	

PURPOSE OF JOB

To deliver a welcoming, and safe experience for all members of the public and contractors, ensuring that they receive the highest level of customer service at all times whilst contributing to the success of the service.

Responsible for ensuring participants have registered and are eligible for testing.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Greets participant at arrival, asks them to sanitise their hands and ensures the participant is eligible for asymptomatic testing.
- Provides guidance to participants on swabbing.
- Directs participant to available testing stations and directs them to the exit when they are finished
- On hand to provide the participant with additional verbal instructions and reassurance, if required
- Provides regular cleaning of testing stations throughout the day (participants are also asked to clean the booth between each test)
- Communicates to participants the purpose of participating in testing at the site and the testing journey.
- Undertake Stand-By and Out of Hours duties when required.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Must be able to use initiative to respond to enquiries and complaints from the public, resolving matters immediately and to present information about the testing centres as required.
- Meets members of the public of all ages and abilities on a daily basis.
- Works with providers on the set up of the testing booths, moving furniture and other equipment as required
- Advises the Team Leader on customer feedback and health and safety issues.
- Works with all site colleagues and contractors on the content of information to be delivered to the public.
- Liaises with Council colleagues over opening times of the mobile test sites in various venues across the city; advises the Team Leader of any issues on the on the opening and closure of the sites.
- Makes daily decisions about level and kind of information to give to the public and when to refer to the Team Leader.
- Decides daily on number of admissions at any time according to health and safety requirements and capacity of the testing centres.
- Decides whether public behaviour constitutes a safety risk to people or property.
- Standard of public engagement provided impacts on the quality of the testing centre experience and reputation of the City of Edinburgh Council.
- Must be confident, friendly and able to handle a broad range of information, and willing to acquire

new knowledge and skills.
- Good verbal communications skills to engage positively with the general public are required as well as excellent customer service and interpersonal skills.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Reports to Team Leader but works unsupervised on a daily basis across the 4 City testing centres.
- Has daily responsibility for ensuring safety of the public and be the first point of contact for emergencies and complaints.
- Undertaking administrative tasks.
- Most of the work requires the post-holder to be standing and also moving around test centres, indoors and engaging with the public.
- Staff wear PPE and protective clothing in winter.
- Lone working as required.
- Contact with high numbers of the public.
- Daily cleaning duties of requiring the use of approved cleaning materials.
- Must be vigilant while undertaking the duties of the post to ensure the safety of the public and test centre equipment.
- Must be vigilant for public safety in test centres.
- Out of hours, evening and weekend working

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- NA

RESOURCES

- Responsible for the care and stocking of public areas and for cleaning booths and equipment as required.
- Report maintenance issues to relevant Managers

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.
All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the Council Health and Safety Policy.