



**Job Profile and Working for Stockport Council**

Our Council

Our employees are our **greatest asset**. We’re proud of the way we provide vital frontline services every day and work together, as **one team.**

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>

|  |  |  |
| --- | --- | --- |
| **Role:**  |  | Testing Support Officer |
|  |  |  |
| **Service Area:** |  | Public Health |
|  |  |  |
| **Directorate:** |  | Services to People - Adults |
|  |  |  |
| **Salary Grade:** |  |  Scale 4  |

**About the Job**

**Main Purpose of the Job**

To help support the testing and vaccination process, ensuring this runs smoothly by undertaking a range of (non clinical) activities as required.

**Key Responsibilities**

* **Queue Coordination - Ensures orderly entry of customers onto the testing site.**
* Ensures the orderly entry of customers and ensures social distancing is maintained.
* Monitors customers in the queue who are showing symptoms of COVID and acts accordingly.
* In case of long queue, encourages customers in line to start registering online.
* Supports general site set up, including appropriate signage to manage subject flow and car park marshalling.

* **Registration - Responsible for ensuring customers have registered and are eligible for testing.**
* Greets customers at arrival, asks them to sanitise hands and ensures the subject is eligible for asymptomatic testing.
* Aids the customer in registering for the test if they are unable to.
* Provides assistance for people who might not have the relevant digital information such as phone number and email address.
* ‘Drip feeds’ customers into testing area, ensuring testing area does not exceed maximum capacity.
* Communicates to customers the purpose and importance of participating in testing at the site and the testing/vaccination journey.
* **Testing - Provides guidance to customers on swabbing as requested, and ensures cleaning of booths.**
* Directs customers to available testing stations, provides guidance to customers on swabbing as required and directs them to the exit when they are finished**.**
* Provides customers with additional verbal instructions and reassurance if required.
* Provides regular cleaning to testing stations throughout the day between customer usage.
* **Processing - Prepares test sample for analysis and interprets result, ensuring processes are closely followed.**
* Sets up test sample for analysis, and pipettes reagent to sample.
* Ensures the sample analysis is timed correctly.
* Awaits and reads result displayed, and marks it on device.
* Provides results to be uploaded to digital platform.
* **Results Recording - Collates results from Processing Operatives and uploads to digital solution.**
* Reads test result outcome from processing activity.
* Accurately enters results on to appropriate systems including entering result onto a managed device, scan of QR code for the result to be automatically sent to Test & Trace.
* Ensure the safety of customers, visitors and staff by working to standard operating procedures.
* Support the effective management of testing/vaccination by setting up and taking down of equipment, erecting and maintaining effective on-site signage to manage queue flows and testing/vaccination.
* Support with any queries customers may have.
* Completion of any checks, associated paperwork to support the above as required.
* To work as part of a team to build towards an excellent team experience and working environment.
* To comply with Health and Safety and Standard Operation Procedures in delivering the job role.
* To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
* To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.

**Additional Information**

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

**About You**

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

* A desire to deliver an excellent customer service experience to all customers.
* To be flexible and adaptable and support customers and to improve service delive
* Demonstrate respect and caring for others, treating everyone fairly; listening and acting on the things people say.
* Competent in the use of Microsoft Office systems.
* Good communication skills.
* Able to look for every opportunity to solve problems and improve.
* Be open to learning and sharing your knowledge and skills with others; providing coaching and support to others to help them achieve their objectives and potential.
* Able to work as part of a team to achieve service priorities.
* The ability to converse at ease with service users/customers and provide advice in accurate spoken English.

To work to the Council’s values and behaviours by:

* Keeping the people of **Stockport** at the heart of what we do
* Succeeding as a **team**, collaborating with colleagues and partners
* Driving things forward with **ambition**, creativity and confidence.

Showing value and **respect** to our colleagues, partners and customers.