States of Alderney

TRACK AND TRACE TEAM

PORTS WELCOME TEAM ASSISTANT

B01/£11.52 per hour

JOB DESCRIPTION

JOB SUMMARY:

The Bailiwick of Guernsey receives thousands of travellers through its Borders and the Port Arrivals Welcome Team are currently one of the first lines of defence for protecting the Bailiwick from infection from COVID-19.

The Ports Welcome Team Assistant reports to the Welcome Team Manager for Track and Trace and is responsible for processing travellers at our borders, including testing procedures. The Welcome Team provide indirect support to a virtual team of staff involved in the delivery of the Track & Trace end to end process in support of the Exit from Lockdown Strategy (COVID-19).

Primarily, job responsibilities will include greeting travellers and marshalling them at Port arrivals for a COVID-19 self-testing SWAB process. The Ports Welcome Team Assistant will monitor and supervise the self-testing process and the accurate completion of the Travel Tracker IT application.

The role may also require checking paperwork to check that the self-isolation compliance declaration has been correctly completed and the self-test SWAB is collected for onward delivery for laboratory testing and resulting procedures.

RELATIONSHIPS:

The Ports Welcome Team Assistant will function under the supervision of the Welcome Team Manager.

The post holder will report to the Welcome Team Manager and will also receive rotas and guidance from Welcome Team Supervisors. The post holder will also periodically receive IT User /procedural training from the Track and Trace Power User role.

MAIN DUTIES AND RESPONSIBILITIES:

1. To guide and marshal travellers through the Ports Arrivals front line border testing protocols, according to defined procedures.

2. To guide and assist with Local Testing, according to defined procedures.

3. To ensure that travellers/testers complete the Travel Tracker IT application correctly. Where necessary, provide guidance and assistance, according to defined procedures, utilising a range of technology including mobile phones, Tablets, and PCs as appropriate.

4. To provide guidance, monitor and supervise travellers/testers when they complete a self-administered SWAB test at the Port arrivals testing booths, ensuring barcodes are captured and the test tubes are correctly packaged for drop-off.

5. To check and ensure that travellers correctly complete and sign a self-isolation compliance declaration and understand the requirements therein.

6. To check any variation or exemption permissions are provided to the traveller and ensure that any Port arrival tests are completed correctly, as required.

7. To provide additional support to travellers/testers as necessary, including those with special needs, or where English is not their first language. Provide advice, guidance and sign-posting to further information.

8. Ensure own Health and Safety, including the correct application, re-application and disposal of Personal Protective Equipment (PPE) according to advice and training. Ensure appropriate clothing is worn, for inclement weather conditions.

9. Ensure the work environment is regularly and rigorously cleaned down, according to guidance and procedures.

10. To attend periodic briefing and training sessions with the Track and Trace Power User, Welcome Team Manager, Supervisors and others, as appropriate.

11. The post holder will need to be flexible to accommodate shifts to be agreed by the Welcome Team Manager/ Supervisors within reason and these may be at short notice due to travel disruption).

12. To perform such duties as required as part of the Welcome Team, as instructed by the Welcome Team Manager.

KEY CRITERIA:

ESSENTIAL

1. Strong interpersonal and communication skills;

2. Excellent customer care skills to ensure travellers/testers have both the necessary support and a positive experience, when entering the Bailiwick of Guernsey's Borders or using any of the Testing Facilities at the Ports;

3. Good attention to detail and a high level of accuracy;

4. A committed team player with a positive and flexible approach to work, and working hours;

5. Flexibility towards emerging changes to the Trak and Trace process, and the Bailiwick's approach to managing the Exit from Lockdown Strategy for COVID-19 overall;

6. Enthusiastic and able to work on own initiative;

7. Good IT Skills, with the ability to use a handheld tablet (IPad or similar), mobile phone or PC.

KEY COMPETENCIES:

LEADERSHIP:

- Understand what is required of them in their role and how this contributes to the priorities of their team and the wider organisation
- Be constructive in raising issues with managers about changes and the impact these are having on the service
- Speak up to clarify decisions and query these constructively
- Learn new procedures, seek to exploit new technologies and help colleagues to do the same.

ACCOUNTABILITY:

- Be careful with all types of resource (e.g. money, time, materials, fuel, energy) that they use
- Demonstrate the values of the customer charter by communicating in a way that meets and anticipates the customer's requirements and gives a favourable impression of the public service
- Encourage customers to access accurate and relevant information or support that will help them understand and use services more effectively
- Actively seek information from customers to understand their needs and expectations.

TEAMWORK:

- Act in a fair and respectful way in dealing with others
- Proactively contribute to the work of the whole team
- Find ways to learn and personally improve in the completion of day-to-day tasks
- Seek help when needed in order to complete own work effectively