

Supervisor

Job Code: BW526

Location of Work: Wembley LDO

Salary: £18,000 - £20,000 per annum

Contract Hours: Full time

Role and responsibilities:

- Support the Store Manager/Assistant Store Manager by personally providing and ensuring the team deliver a consistent and exceptional standard of customer service in the store and deputising effectively in their absence in all areas of the role.
- Greet customers immediately upon entry in a polite and courteous manner and to maintain contact
- Engage with the customer in order to fully understand their needs and then provide the appropriate help and support to ensure a pleasurable customer experience.
- Develop excellent knowledge of the full range of products and unique selling points in order to promote product benefits to customers.
- Provide advice and guidance to customers on clothing and accessory range, best fit and measuring services (our service totem) ensuring their needs are fully met.
- Always check to see if there is anything else the customer may need, making suggestions for complimentary purchases e.g. buying a suitable tie with a shirt, or cufflinks as appropriate.
- Carry out all sales transactions correctly and efficiently, neatly folding and carefully packing customer purchases.
- Efficiently and politely manage after sales service via telephone and letter, ensuring that the customer's request or problems are resolved in line with company policy.
- Be aware of, build and develop networks and relationships with local corporate customers.

Skills and experience:

- Experience in a similar role within a Retail Environment
- Ability to converse and communicate with customers, store colleagues and head office teams
- Good standard of numeracy
- To be able to motivate, manage and lead your team
- Hard working
- Flexibility
- Sales/target driven

Closing Date: Friday 19th October 2018

Please e-mail a targeted CV & registration form to **brent.works@brent.gov.uk** or alternatively, apply on **www.brent.gov.uk/brentworksjobs**



Brent Civic Centre
Engineers Way, Wembley
HA9 0FJ

0208 937 6295

Assistant Manager

Job Code: BW527

Location of Work: Wembley LDO

Salary: £21,000 - £22,000 per annum

Contract Hours: Full time

Role and responsibilities:

- Support the Store Manager in managing the store effectively to ensure you meet/exceed all targets and KPI's.
- Lead, inspire and motivate your team of colleagues, setting the tone for the business.
- Supporting the recruitment and selection activity ensuring that company policy is followed and that sound and fair recruitment decisions are made.
- Actively promote and encourage diversity in your store.
- Supporting the induction and development of the team through providing on the job training and skills transfer and constantly updating and assessing customer service techniques ensuring a well-trained and highly motivated team.
- To identify and proactively manage any poor performance issues using appropriate company policy and procedure if necessary.
- To understand and communicate effectively company goals and store priorities.
- Looking at ways of developing opportunities to increase sales, harnessing ideas from the team and being aware of the local competition.
- Undertake local competitor analysis through store visits and other relevant means, building up a local picture of competition and activity and using this information to gain competitive advantage in store.
- Building good relations with the local community and any other relevant local/regional organisation in order to raise the profile of and build supportive networks.

Skills and experience:

- Previous experience in a similar role within a Retail Environment
- Passionate about people with a strong customer service ethos
- Excellent communication skills
- Demonstrate a track record of ways in which you have previously motivated and lead teams to produce great sales results
- A passion for fashion
- Have a good standard of numeracy and be sales focused

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Brent Civic Centre
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Safety Stewards

Job Code: CEM1805 /BW577

Location of Work: Wembley, Tottenham, London Stadium, Charlton, SSE Arena, Festivals

Contract Hours: Part time and full time up to 30 hours per week

Salary: National Minimum Wage - £12 per hour dependent on experience and location

The role and responsibilities

- To prevent overcrowding by ensuring the crowd limits for the various parts of the venue are always complied with
- Ensure that spectators sit in their seats allocated, do not allow spectators to stand in their seats
- Assist in identifying spectators who do not possess a valid ticket
- Assist in identifying spectators who are prohibited from entering the venue Refer any member of the public arriving with a duplicate ticket to the appropriate supervisor
- Do not allow spectators to take another seat As far as possible, prevent spectators from climbing fences and other structures
- Ensure at all times that gangways and exits are kept clear
- Assist in the direction of spectators to other parts of the venue, and in closing the turnstiles when the capacity of any area is about to be reached
- Prevent flags, banners or similar from blocking signage or advertisements
- Warn any spectators using foul or abusive language, or making obscene gestures, about their conduct
- Identify and investigate incidents or occurrences amongst spectators Be familiar with radio procedures
- Be fully conversant with any message or signals used to alert staff to an emergency situation

Skills and experience

- Great customer service skills
- Confident and assertive manner
- Physically fit, with high energy levels
- A high standard of personal presentation along with professional conduct
- A good level of English both oral and written
- Ability to work alone as well as part of a team
- Vigilant and high attention to detail

To become a Safety Steward you will need to gain a Level 2 Certificate in Spectator Safety. You will be given 4 full days of classroom training. The training includes radio training and familiarisation at a venue. 2 events of shadowing and live assessments. You will be assigned an assessor who will support you to achieve the qualification.

Closing date: Friday 19th October 2018

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Brent Civic Centre
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Safety Stewards

Job Code: CEM1805 /BW577

Location of Work: Twickenham

Contract Hours: Part time and full time up to 30 hours per week - 9 hour shifts

Salary: £10 per hour dependent on experience and location

The role and responsibilities

- To prevent overcrowding by ensuring the crowd limits for the various parts of the venue are always complied with
- Ensure that spectators sit in their seats allocated, do not allow spectators to stand in their seats
- Assist in identifying spectators who do not possess a valid ticket
- Assist in identifying spectators who are prohibited from entering the venue Refer any member of the public arriving with a duplicate ticket to the appropriate supervisor
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To become a Safety Steward you will need to gain a Level 2 Certificate in Spectator Safety. You will be given 4 full days of classroom training. The training includes radio training and familiarisation at a venue. 2 events of shadowing and live assessments. You will be assigned an assessor who will support you to achieve the qualification.

PLEASE NOTE THAT YOU WILL NEED TO BE AVAILABLE FOR FOUR DAYS TRAINING AND YOUR FIRST SHIFT WILL BE ON THE 3RD NOVEMBER

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Brent Civic Centre
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Labourer

Job Code: BW769

Location of Work: Wembley Park

Contract Hours: Site Hours 8.00 to 17.00 (including tea Breaks)

Salary: £10.50 per hour

Job Duties and Responsibilities:

- Cleaning areas where DG operatives have been working
- General moving of Material from Stores to work Face
- Cutting and Preparing Brackets for MEP services
- Keeping Stores Clean and Tidy
- Painting Services if required
- Installation of Fire Rated Sheeting around Boxes
- Cleaning Site Offices
- Removal of Rubbish to site Bins
- General Labouring, Tasks that are asked to be done

Education / Experience:

- Must have CSCS Cards in date
- PPE will be Provided apart from Site Boots, Glasses, and Gloves, they will need to provide their own
- Must be fit, as Manual Handling will be involved

Closing Date: Monday 15th October

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Brent Civic Centre
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Scaffolding Trainee

Job Code: BW774

Location of Work: Brent

Salary: £70 - £80 per day

Contract Hours: 8.00 a.m. to 4.00 p.m.

Role and responsibilities:

- Learning all aspects of handling and erecting scaffolding
- Working on site under close supervision
- Complying to Health & Safety requirements
- Working as part of the scaffolding team
- Undertaking a broad range of tasks to support the site based team
- Undertaking training to become fully qualified as a scaffolder

Skills and experience:

- Interest in becoming a qualified scaffolder
- Physically fit and able to handle the equipment
- Able to learn quickly to a high standard
- Able to comply with strict safety and quality standards
- Able to work at height
- Punctual and willing to learn
- Well organised and disciplined (i.e. able to be on site on time)
- CSCS card holder
- Good communicator and able to work well as part of a team.

Closing Date: Monday 15th October

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Brent Civic Centre
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Warehouse Operative – Mid and Night Shift

Job Code: BW757

Location of Work: Park Royal

Contract Hours: 48 Hours. (Mid Shift starting from 3.00pm, Night shift starting at 9.00pm)

Salary: £409 per week

Job Duties and Responsibilities:

- The ability to pick and pack and work under pressure to ensure time lines are met.
- The ability to pick and pack accurately.
- Attention to detail is essential due the nature of the produce.
- The ability to load and unload Lorries / vans would be desirable but not essential.
- Ability to communicate clearly and effectively at all levels within the business is essential.
- Adhere to all health and safety rules and regulations along with hygiene rules is essential.
- Assist with ad-hoc duties within the Warehouse as and when required.
- Replenish stock levels as and when requested by Line Managers, in preparation for the next shift.
- Ability to understand and use warehouse systems to drive work and accurately record stock movement.

Skills and experience:

- Excellent Communication skills
- Positive Attitude with a willingness to learn other skills.
- Willingness to work as part of a team or autonomously is a key part of the role.
- Ability to use your initiative.
- Flexibility to working patterns is essential, this will be 48 hours per week.
- Good References are essential for this role.
- Reliable and Good timekeeper.

Closing Date: Monday 15th October

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Brent Civic Centre
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Retail

Location of Work: LDO

Contract Hours: Full time and Part time opportunities

Job Duties and Responsibilities:

- Serving customers
- Dealing with customer queries and complaints
- Handling payments
- Displaying products
- Helping with special promotions
- Ordering stock
- Overseeing deliveries

Skills and experience:

- Experience of working in a retail environment
- Experience of providing a positive customer service and building relationships with a wide range of people
- Excellent Communication skills
- Positive Attitude with a willingness to learn other skills
- Willingness to work as part of a team or autonomously is a key part of the role
- Ability to use your initiative
- Flexibility to working patterns
- Reliable and Good timekeeper.

Closing Date: Ongoing

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Brent Civic Centre
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Hospitality

Location of Work: LDO

Contract Hours: Full time and Part time opportunities

Job Duties and Responsibilities:

- Deliver food orders from the kitchen to customers' tables rapidly and accurately
- Act as the contact point between Front of the House and Back of the House staff
- Communicate food orders to chefs, paying attention to priorities and special requests (e.g. food allergies)
- Assist the wait staff with table setting by fetching and placing appropriate tableware, eating utensils and napkins
- Serve welcome drinks and hors d'oeuvres, upon guests' arrival
- Ensure food is served in accordance with safety standards (e.g. proper temperature)
- Check in with customers and take additional orders or refill water, as needed
- Remove dirty dishes and utensils
- Answer guests' questions about ingredients and menu items
- Inform restaurant staff about customers' feedback or requests (e.g. when they ask for the check)
- Make sure families with young children get kids menus and special silverware sets

Skills and experience:

- Experience of working in a hospitality environment
- A passion for delivering excellent customer services
- Excellent Communication skills
- Positive Attitude with a willingness to learn other skills.
- Willingness to work as part of a team or autonomously is a key part of the role.
- Ability to use your initiative.
- Flexibility to working patterns is essential
- Reliable and Good timekeeper.

Closing Date: Ongoing

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Brent Civic Centre
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Shop Manager

Job Code: BW857

Location of Work: Wembley

Contract Hours: 40+ hour's p/w

Salary: £21,000 p/a (negotiable depending on experience + paid overtime)

Job Duties and Responsibilities:

- Recruit, coach and motivate your team to deliver Fast, Friendly and Efficient service and deliver sales targets.
- You are leading your team to deliver fast and friendly service and deliver quality perfect bubble teas in a clean and safe environment.
- Construct well planned rotas to deliver efficient services while meeting budgets.
- Ensure your operation is compliant with health and safety and food safety regulations.
- Uphold standards, adhere and promote company values.
- Ensure you build strong family tree and succession planning.

Education / Experience:

- 1-2 years manager experience in retail coffee/ tea shop
- Highly driven and motivated to over achieve sales targets
- Food safety certificate would be desirable.
- Strong leadership skills
- Have a hands on approach in everything you do
- Extremely high standards of customer service
- Knowledge of Bubble Tea desirable
- Expected to work at least 1 day on weekend.
- Enthusiastic, good customer service, sales driven

Closing date: Tuesday 23rd October 2018

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Brent Civic Centre
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0208 937 6295

Fibre Infrastructure Engineer

No Experience Necessary – Full Training Provided

Job Code: BW855

Location of Work: Field based London

Salary: £22,000 per annum (plus achievement based bonus)

Number of Roles: 20+

Working for more than just an internet service provider; this rapidly growing company also installs its own fibre infrastructure, bringing the UK's fastest internet speeds to users. Your mission will be to access the underground network to install and build fibre infrastructure that will provide 1Gig broadband to homes across the UK

Job Duties and Responsibilities:

- Assisting in planning and understanding potential connectivity of building links and our own fibre backbone
- Assisting with testing potential fibre routes and installing fibre infrastructure in underground networks
- Ensuring that all health & safety policies, procedures, rules and regulations are adhered to including the review of risk assessments completed by the Lead Engineer onsite
- Adhering to good practice guidance and comply with health, safety and welfare policies including procedures relating to the reporting of accidents.
- Perform site surveys, read diagrams and conduct visual site inspections on lead-in and chambers.
- Support the Lead Engineer in completing accurate and timely daily electronic paper work, vehicle report, risk assessments, build report

Skills and experience

- Ideally a full UK driving licence
- Ability to work independently without direct supervision
- Great interpersonal skills
- Excellent time management and organisational skills with the ability to work flexible shifts and to adapt to changing work schedules
- Ideally experience in delivering timely and detailed reports on works carried out
- Experience in cabling infrastructure environment within duct networks, although not essential
- Ability to demonstrate passion and determination

Please note: Priority will be given to Brent residents in the first instance. This vacancy may close before the advertised closing date if a sufficient number of suitable applications are received. Early application is therefore recommended.

Closing date: Friday 19th October 2018

Potential interview date: Monthly Assessments

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Brent Civic Centre
Engineers Way, Wembley
HA9 0FJ

0208 937 6295

General Labourer – ALL TRADES

Location of Work: Wembley Park

Contract Hours: Site Hours 8.00 to 17.00 (including tea Breaks)

Salary: £9 - 13 per hour (dependant on experience)

Job Duties and Responsibilities:

- Cleaning areas where DG operatives have been working
- General moving of Material from Stores to work Face
- Cutting and Preparing Brackets for MEP services
- Keeping Stores Clean and Tidy
- Painting Services if required
- Installation of Fire Rated Sheeting around Boxes
- Cleaning Site Offices
- Removal of Rubbish to site Bins
- General Labouring, Tasks that are asked to be done
- Assisting the tradespeople in their daily tasks

Education / Experience:

- Must have CSCS Cards in date
- PPE will be Provided apart from Site Boots, Glasses, and Gloves, they will need to provide their own
- Must be fit, as Manual Handling will be involved

Closing Date: Friday 26th September 2018

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Brent Civic Centre
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HA9 0FJ

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Labourer – Fit Outs

Location of Work: Wembley Park

Contract Hours: Site Hours 8.00 to 17.00 (including tea Breaks)

Salary: £9 - 13 per hour (dependant on experience)

Job Duties and Responsibilities:

- General moving of Material from Stores to work Face
- Cutting and Preparing Brackets for MEP services
- Keeping Stores Clean and Tidy
- General Labouring, Tasks that are asked to be done
- Cleaning areas
- Taking instructions from supervisors

Education / Experience:

- Ideally the candidate would have had experience in fit out project previously
- Must have CSCS Cards in date
- PPE will be Provided apart from Site Boots, Glasses, and Gloves, they will need to provide their own
- Must be fit, as Manual Handling will be involved
- Full training will be provided for this specific project

Closing Date: Wednesday 31 st October 2018
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CSCS Cleaner

Location of Work: Wembley Park

Contract Hours: Site Hours 8.00 to 17.00 (including tea Breaks)

Salary: £8 - 10 per hour

Job Duties and Responsibilities:

- Keeping Stores Clean and Tidy
- Cleaning areas
- Taking instructions from supervisors

Education / Experience:

- Must have CSCS Cards in date
- Must be fit, as Manual Handling will be involved
- Flexibility towards working hours
- Good organisational skills are preferred

Closing Date: Wednesday 15 th November 2018

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Brent Civic Centre
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HA9 0FJ

0208 937 6295

Traffic Marshal

Location of Work: Wembley Park

Contract Hours: Site Hours 8.00 to 17.00 (including tea Breaks)

Salary: £10 – 15 per hour

Job Duties and Responsibilities:

- Carrying out gateman duties
- Signing in/out site operatives and deliveries
- Managing and ensuring the safe movement of traffic in and around the site.
- Moving materials
- General labouring and welfare duties
- Any other works as directed by the site team

Education / Experience:

- Must have CSCS Cards in date
- Must be fit, as Manual Handling will be involved
- Must have a Traffic Marshal ticket

Closing Date: Wednesday 15th November 2018

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