

JOB FAMILIES ~ Customer Service

Job title: Venues, Seafront and Events Assistant

Level descriptor – Level 1

Role purpose:

The post holder will be expected to work directly with the general public in a variety of roles across the Venues, Seafront and Events Team. This will entail undertaking routine and repetitive tasks to general instruction by the supervisor on shift. Tasks can be physical in nature and the post holder may be exposed to unfavourable environmental conditions, including working late at night/early in the morning, in hot environments and outdoors.

Typical activities

Providing welcoming advice and signposting the public to other seafront attractions or services.

Marshal and direct the public arriving in vehicle to suitable spaces that are available. This may be off site at other identified car parks around the town or one of the multiple car parks on Weston Seafront.

Collecting fees via cash, card payment or assisting members of the public with MIPERMIT App.

Checking parked vehicles for valid tickets.

Become involved in the setting up and taking down of equipment as it is required and ensure that facilities are made ready for their programmed use.

Report to the car parking supervisor on shift and follow their direction to support other areas such as The Bay Café where you may help to deliver orders accurately to customers and clear tables in a timely fashion.

Help monitor popular areas of the beach, access to these areas, ensuring health and safety regulations are adhered too and report any issues to the supervisors on shift.

Knowledge, skills & experience

Demonstrate excellent communication and customer service skills. Polite and courteous with the general public.

Understanding and knowledge of the specific work environment.

Practical work experience to give an understanding of the processes and practices required within a public facing role.

Be able to perform routine activities and undertake duties effectively after being shown how to do them.

Demonstrate literacy and numeracy skills.

Be able to handle cash, credit/debit card payments.

Be able to communicate effectively via radio, phone and in person.

Demonstrate a practical understanding of health and safety.

Full driving licence desirable but not essential for this role.

Weekend work and cover is essential for this role over the six week summer holidays.

Performance measures	Competencies
<p>Quantifiable objectives ~ e.g.</p> <ul style="list-style-type: none"> • Assessment of safe work environment • impact evaluation of intervention/activity • quality of records, • achievement of appropriate level technical qualification <p>Feedback from colleagues, contractors and partner agencies Key Performance Indicators (where available) Line manager assessment</p>	<p><u>Team Working</u> ~ co-operation, reliability and flexibility, learns from other <u>Outcome focused</u> ~ achievement of results and customer care <u>Problem Solving & judgment</u> ~ makes links between identified potential issues and possible solutions, refers issues to others where appropriate <u>Planning & Organising</u> ~ follows routines and work schedules <u>Business Awareness</u> ~ Understands the contribution of the role to the work environment and the organisation</p>