Person Specification & Job Description

This Person Specification & Job Description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

<table>
<thead>
<tr>
<th>Post Title</th>
<th>Seasonal Seafront Assistant</th>
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<tbody>
<tr>
<td>Pay</td>
<td>£8.20-£8.72 per hour</td>
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<tr>
<td>Reports To</td>
<td>Duty Manager</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Department/Division</th>
<th>Tourism &amp; Enterprise/ Seafront Services</th>
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<tbody>
<tr>
<td>Work Style</td>
<td>Mobile</td>
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<tr>
<td>Date Prepared</td>
<td>February 2020</td>
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</tbody>
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Qualifications & Training

**Essential:**
- Educated to GCSE standard including English and Maths at Grade C or above or equivalent.
- Must be willing to undertake training as and when required.
- Customer Service
- Equalities

**Desirable:**
- Health & Safety
- First Aid Certificate

Skills, Abilities & Knowledge

**Essential:**
- Good communication & interpersonal skills
- Confident and able to work with the public
- Team Player & Able to work on own initiative
- Well organised, methodical in approach
- Decision making and problem solving
- Numeracy and cash handling
- Must speak clearly and communicate in a clear manner.

**Desirable:**
- Good understanding of Health & Safety
- Ability to work under pressure
- Health and Safety regulations
- Local byelaws relevant to work area/locations
- Relevant knowledge of area of operation Knowledge of Eastbourne, its event programme and attractions

Job Purpose

1. To provide support to the team in the delivery of the Eastbourne Seafront service in the following areas:
2. Provide a warm welcome to customers and treat them with courtesy and respect at all times.
3. To ensure the safety of the public and to undertake various duties relating to the smooth operation of services.
4. Ensure facilities and leisure activity areas are secure and maintained to required standards of cleanliness and repair.

Key Tasks

1. Must be able to work when required on a rota basis; weekends and evening shifts form part of the rota.
2. Attendants will be expected to wear dark skirt or trousers, white shirt, and covered/protective black shoes.
3. Numeracy in cash handling is essential.
4. All staff must understand any emergency evacuation procedure and fire regulations. It is vital that stewards are familiar with all emergency exit routes throughout the venue they are working at.
5. Moving screens, setting up and opening the venue.
6. Hiring and cash collection from deckchairs, sunloungers and chairs at the bandstand on afternoon concerts.
7. All staff will undergo training as required.
8. Staff will be required to be on duty from a given time until after the public having left the venue; finishing times for events can sometimes be unpredictable, so flexibility is essential.
9. Standing for prolonged periods in an outdoor environment as necessary, depending on duties.
10. Carry out a range of other related duties to ensure the delivery unit is delivering its aims and objectives.

Working effectively with customers, stakeholders and partners

1. Work as part of an effective Eastbourne Seafront team that attains the highest possible standards of customer care.
2. Act as an ambassador for the Council dealing with customers, stakeholders and partners.
3. Proactively identify and implement improvements in performance and customer service.

Information and knowledge

1. Actively maintain knowledge of relevant legislation and good practice, including health and safety, child protection and safeguarding in relation to children, young people and vulnerable adults.
2. Access and accurately update all relevant information systems.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic corporate policies.
2. To promote a culture that is supportive and to take all reasonable steps to maintain good employee relations.
3. Staff are encouraged to participate fully in promoting a safety culture to protect themselves, colleagues and other people affected.