

Job Description

Seafront General Assistant



Role Profile

Service/Team	Destination & Culture / Seafront Operations
Reports to	Senior Ranger
Responsible for	N/A
Number of posts	10+
Post number	9573

My job improves the quality of life for the people of Bournemouth, Christchurch and Poole by patrolling the seafront, operating the seafront's commercial activities and assisting the Rangers team in providing a safe, clean and inclusive seafront destination for all

Career Grade Casual

Job Overview

To patrol the seafront and undertake the collection of payments for the provision of the seafront's commercial activities, whilst providing the highest level of customer service to all members of the public and support to the Seafront Operations Team. This is a varied, multi-functional role which covers a number of locations and commercial activities across the seafront and may be called upon to provide cover across all other seafront operations.

Key Responsibilities

- To assist in the direct day-to-day operation of the seafront's commercial activities (including, but not limited to, Car Park Attendant, Cliff Lift Attendant, Deckchair Attendant, Land Train Guard, Maintenance Assistant, Pier Toll Attendant and Slipway Attendant) by providing the services required, collecting payments and maximising income
- To patrol designated areas of the seafront by advising of the Seafront byelaws where necessary and monitoring seafront third party contractors
- To ensure all essential equipment is always safely secured, kept sufficiently stocked and maintained to guarantee the continuity of seafront operations
- To assist in daily/weekly checks across the seafront to ensure all defects are reported for repair in a timely manner
- To ensure the security of the seafront and associated facilities by securing all areas in accordance with the laid down procedures
- To provide a helpful and courteous service to all members of the public by assisting with general enquiries where possible
- To comply with all Health and Safety policies and procedures

- To undertake any other duties from time to time commensurate with the grade and responsibilities of the post

Specific Qualifications and Experience

- Previous experience of working with the public
 - In any setting, demonstrating an appreciation for diversity and the differing needs of individuals
- Previous experience of working in an outdoors environment
 - In any setting, with an understanding of the challenges that arise from working outdoors

Personal Qualities & Attributes

- Excellent attention to detail
- Effective time management skills and ability to prioritise essential tasks
- Strong communication and interpersonal skills
- Good customer care skills
- Self-motivated and able to work with minimal supervision
- Ability to work well within a team

Job Requirements

- Work requires physical effort and manual handling
- This role may involve driving
- Flexibility to work in various locations across Bournemouth, Christchurch and Poole Seafront as required
- Must be able to travel to and from work, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car
- Flexible working – weekends and bank holidays as required and in line with the needs of the business