**Job Description**

**Beach Hut Officer**

**Role Profile** Operational

**Service/Team** Commercial Operations / Seafront Operations

**Reports to** Beach Hut Manager

**Responsible for** N/A

**Number of posts** 1

**Post number** \_\_\_\_\_

**Career Grade** BCP Band G (permanent post)

**My job improves the quality of life for the people of Bournemouth, Christchurch and Poole by** assisting in the management of the beach hut service, delivering quality services and driving income opportunities for visitors and residents.

**Job Overview**

To manage the administration of the seafront’s beach hut service. The post holder will focus on liaison with customers, ensuring letting procedures are followed, maximising income whilst providing the highest level of customer service to all members of the public and support to the wider Seafront Operations Team.

**Key Responsibilities**

* To manage the end-to-end administration of the beach hut booking and licensing process
* To handle and resolve beach hut complaints and conflicts in line with set procedures
* To be responsible for financial reporting and statistical analysis of booking data
* To carry out effective monitoring of income to ensure financial regulations and audit requirements are adhered to
* To monitor booking and occupancy trends, providing data that assist in managing the service
* To provide support and liaise with the Resort Information team and wider Operations team as required, ensuring objectives are fully met
* To provide a helpful and courteous service to all members of the public by assisting with general enquiries where possible and be aware of the high visibility of the service being delivered
* 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 within an administrative role is essential
* Experience of working in a dynamic and busy operational environment
* Ability and experience of working within a team with conflicting demands
* Previous experience of working with lease agreements and service charges is preferred

**Personal Qualities & Attributes**

* Able to follow and understand set policies and procedures
* Effective time management skills and ability to prioritise essential tasks
* Strong communication and interpersonal skills
* Exemplary customer care and administrative skills
* Self-motivated and able to work with minimal supervision
* Ability to work well within a team
* Mathematically competent and must enjoy interrogating financial data
* Computer literate with strong IT skills
* Resilient and calm under pressure

 **Job Requirements**

* 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 – 5 days in 7, work over major seafront events and Bank Holidays when required