

## Job Description

### Seafront General Assistant - Land Train Guard



#### Role Profile

**Service/Team** Destination & Culture / Seafront Operations  
**Reports to** Senior Ranger  
**Responsible for** N/A  
**Number of posts** 6  
**Post number**

**My job improves the quality of life for the people of Bournemouth, Christchurch and Poole** by assisting the operation of the seafront land train service in providing a safe, clean and inclusive seafront destination for all members of the public.

**Career Grade** Casual

#### Job Overview

To assist the operation of the seafront land train service 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.

#### Key Responsibilities

- To supervise the general conduct of land train customers to ensure their safety always
- 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 ensure all land trains are always safely removed from and returned to the land train garage by assisting the driver
- To keep all land trains sufficiently clean and tidy (internal/external) to maintain the operation
- 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
- 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