**Job Description**

**Seafront KidZone Assistant**

**Role Profile**

**Service/Team** Destination & Culture / Seafront Operations

**Reports to** Senior Ranger

**Responsible for** N/A

**Number of posts**

**Post number**

**Career Grade** \_

**My job improves the quality of life for the people of Bournemouth, Christchurch and Poole by** operating the seafront’s missing persons scheme and assisting the Rangers team in providing a safe, clean and inclusive seafront destination for all members of the public.

**Job Overview**

To operate the seafront’s missing persons scheme through promotion and reuniting lost/found persons, whilst providing the highest level of customer service to all members of the public and support to the Seafront Operations Team.

**Key Responsibilities**

* To patrol zoned areas of the beach and promote the scheme by issuing KidZone wristbands and offering beach safety information
* To reunite missing/found persons with their parents/guardians by coordinating searches, liaising with the Rangers Team, RNLI Lifeguards, Beach Offices and Poole Bay Control
* To continually improve the service by keeping a daily record of number of wristbands issued and numbers/timings/details of missing/found persons
* 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

**Personal Qualities & Attributes**

* High level of resilience
* Ability to remain calm under pressure
* 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**

* This role may involve manual handling
* 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 (guest changeover days, etc.)