

# WESTON-SUPER-MARE TOWN COUNCIL

## PERSON SPECIFICATION

**Post Title:** Administration Assistant - Blakehay Theatre Box Office

It is **essential** that the post holder has the following qualifications, skills, knowledge and attributes together with experience of working in a customer facing environment.

### Qualifications

- 5 GCSE's (or equivalent) including Maths and English
- NVQ Level 2 (or equivalent) in relevant subject

### Skills, Knowledge and Attributes

- Experience of working in a customer facing environment
- Effective communication, interpersonal and customer service skills, both face to face, over the telephone and in writing
- Ability to deal with problems or complaints and be able to resolve them effectively
- Able to deal confidently and effectively with members of the public, hirers of the Theatre and Elected Members
- Experience in cash handling and financial reporting.
- Ability to understand and adhere to designated financial procedures
- Ability to use social media and IT, including Microsoft Office applications, specialised booking and ticketing systems
- Ability to use own initiative, as well as contributing to, and working effectively as part of a team
- A pleasant and approachable disposition
- To demonstrate a flexible and enthusiastic approach to work
- To be able to adapt to the changing demands of the post
- To conduct yourself in a responsible and trustworthy manner at all times

### Other Factors

- Core Hours: Thursday, Friday and Saturday 10-2 with team meetings on a Monday morning at 10 am.
- Expectation of flexibility to work evenings and weekends as required
- A commitment to personal development and willingness to engage in training opportunities
- A basic understanding of the services provided by Weston-super-Mare Town Council
- The role requires a willingness work in a Lone Working capacity for some of the time.
- Key holder responsibilities.

**Desirable:** One or more of the following would be advantageous:-

- Industry related experience within theatre or live events
- Previous experience in marketing or publicity
- Previous experience of facility administration

### Equal Opportunities

Be able to demonstrate a commitment to the principles of equal opportunities and diversity and be able to carry out duties in accordance with those policies.