

WESTON-SUPER-MARE TOWN COUNCIL

PERSON SPECIFICATION

Post Title: Casual Staff (Theatre)

It is essential post holders have the following skills, knowledge and attributes.

- Excellent customer services, interpersonal & communication skills.

Skills and Knowledge and Attributes:

The following are highly desirable

- Experience of working in a bar related and/or customer service environment.
- Ability to work under pressure in a busy environment.
- Deals calmly, confidently and positively with a variety of people at all levels in a variety of situations.
- Ability to deal with members of the public/hirers concerning problems or complaints and be able to resolve them effectively.
- Cash handling experience and working knowledge of EPOS tills.
- Ability to work on own initiative as well as operating as part of a team.
- To contribute to and work effectively within a team of conscientious staff.
- To conduct yourself in a responsible and trustworthy manner at all times.
- Flexible and adaptable to changing business needs.

Education and Qualifications:

- NVQ Level 2 or equivalent in relevant subject
- GCSE A – C grade or equivalent in Maths and English

Personal Attributes:

- To be well presented and possess enthusiasm, and a 'can-do' attitude.

Other Factors (Essential)

- Willingness to work various shifts including weekends, bank holidays and evenings, increasing as the theatre develops.
- A uniform will be required for this position. This consists of black trousers and shirt (to be provided by postholders) and tie and apron (to be provided by the theatre).
- The post will require regular 121 contact with children, young people, vulnerable adults and volunteers.
- This post requires an Enhanced DBS Check to be completed.
- This post requires you to be over the age of 18 years old.

Equal Opportunities (Essential)

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

Reviewed December 2018

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Desirable:

- Previous work experience in a theatre setting and/or hospitality sector.
- Understanding of event management.
- Previous experience working alongside volunteers