

WESTON-SUPER-MARE TOWN COUNCIL

PERSON SPECIFICATION

Post Title: Casual Staff (Museum)

It is **essential** that the post holder has the following skills, knowledge and attributes.

Skills and Knowledge and Attributes:

- Excellent interpersonal, communication and customer services skills.
- Ability to work under pressure in a busy environment.
- Deals calmly, confidently and positively with a variety of people at all levels, both face to face, by email and over the telephone.
- Ability to deal with members of the public/customers concerning problems or complaints, and be able to resolve them effectively.
- Previous work experience in a bar-related environment.
- 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 demonstrate a flexible and adaptable approach to work.
- Be adaptable to the changing demands and responsibilities of the post.
- To conduct yourself in a responsible and trustworthy manner at all times.

Education and Qualifications:

- GCSE A – C grade or equivalent in Maths and English

Personal Attributes:

- Well presented, approachable disposition, enthusiastic, with a 'can-do' attitude.
- Possesses a passion for excellent customer service

Other Factors:

- Willingness to work various shifts including weekends, bank holidays and evenings, increasing as the museum develops.
- There is a smart/casual dress code for this position and appropriate PPE will be provided. 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:

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.

Desirable:

- Previous experience in a busy bar/café setting.
- Previous experience and/or understanding of working events.