



ADUR & WORTHING
COUNCILS

Person Specification

Authority:	WBC
Directorate:	Economy / Culture
Section:	Worthing Theatres & Culture
Post Title:	Casual Customer Support Assistant
Post Number:	
Accountable to:	Bar Manager, FOH Manager
Management responsibility for:	None
Authority to liaise with:	Internally: All teams within Worthing Theatres & Culture, all WBC and Adur personnel. Externally: Patrons and the public, event promoters, venue hirers and users of venues and suppliers

Area	Requirements	
Qualifications	Essential	Desirable
		GCSE English and Maths grade A – C
Knowledge & Experience		
(e.g. Technical, Administrative, Managerial – use one or more categories as/where appropriate)	Customer service experience	Previous experience of Bar and FOH customer service within an events environment.
Skills		
Communication/ relationship	Internal: Good communication skills Able to multi-task to ensure first class service is delivered	Experience of effective interdepartmental communication
Analytical/ judgmental	Able to use initiative	
Planning/ organisational	Reliable, punctual and motivated Able to work as part of a team Ability to work to tight deadlines whilst ensuring a high quality service	

IT	Experience of using Email/Gmail & Microsoft Word/Excel (apps)	Experience in the use of electronic POS/Electronic tills
Physical		.
Abilities		
Physical	Presentable appearance Able to work shifts standing on feet and walk between venues	
Mental	Be reliable and have a passion and pride in work	
Emotional	Able to keep calm when under pressure or when dealing with challenging situations without becoming emotionally affected	
Working conditions / Style	Be able to work varied shift patterns with regular evening and weekend working	
Other:		
<ul style="list-style-type: none"> ● Interest in theatre, live entertainment and film ● You will be expected to understand and be committed to Worthing Borough Council's Equal Opportunity Policy and Customer Care 		

Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	
Line Manager (Print name):	
Signature:	
Date:	
Executive Head of Service (Print name):	
Signature:	
Date:	