

PERSON SPECIFICATION

Date: March 2008

Post Title: Bar Assistant

Division: Leisure and Community Development Division Section: Leisure

Salary: £9.2480 - £9.4325 per hour

Grade: 2

CATEGORY	E/ D	CRITERIA INDICATED E (ESSENTIAL) OR D (DESIRABLE)	MEASUREMENT (See below)
SKILLS, KNOWLEDGE AND EXPERIENCE	E	Capable of working effectively with the public	2, 4
	E	Able to organize and prioritise workloads	2, 4
	E	The ability to work within a team environment	2, 4
	E	Friendly and polite person, able to listen and give out information effectively	2, 4
	E	Skilled in customer care and communication	2,4,5
	E	Able to respond quickly and appropriately in an emergency	2,4
	E	Able to handle and account for cash	2,4
	D	Ability to use a cash till	2, 4
	E	Ability to face and deal with difficult situations/customers	2,4
	E	Able to handle a number of tasks at once	2,4
D	Knowledge of licensing law	2,4	

CATEGORY	E/ D	CRITERIA INDICATED E (ESSENTIAL) OR D (DESIRABLE)	MEASUREMENT (See below)
SAFEGUARDING	E	Commitment to the protection and safeguarding of children, young people and adults with care and support needs	2,4
EQUAL OPPORTUNITY	E	Must be able to recognise discrimination in its many forms and willing to put the Council's Equal Opportunities Policies into practice.	2,4
QUALIFICATIONS	D	NVQ or similar in customer care	2,4,5
ATTITUDE & MOTIVATION	E	A good understanding of customer service and the needs of customers	2,4
	E	Willingness to create a hospitable environment for customers within the leisure complex.	2,4
	E	Willing to undertake necessary cleaning and tidying up and other related tasks	2,4
	E	Ability to communicate with people from a range of backgrounds	2,4
	E	Ability to work without close supervision and contribute to own performance goals.	2,4
	E	Ability to quickly assimilate verbal and written instructions and act upon it	2,4
	E	Ability to deal effectively with problems, and be able to resolve them to the customers satisfaction.	2,4
OTHER	E	A flexible attitude to work relating to requirements for weekend and evening work and cover for colleagues.	2,4
	E	Ability to commence ASAP	2,4
	E	Availability to attend staff training sessions as required	2,4

MEASUREMENT:

1 Test prior to shortlisting (ie all applicants). 2 Form application form. 3 Test after shortlisting. 4 Probing at interview. 5 Documentary Evidence. 6 OTHER (Please specify)