



**Wadebridge Town Council**

**Person Specification – CAR PARK ATTENDANT (SCP 4 - 5)**

Attributes	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of Literacy and Numeracy</li> </ul>	<ul style="list-style-type: none"> <li>• 5 GCSEs or equivalent to include Maths &amp; English</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of dealing with the public.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of conflict management/dealing with aggressive behaviour.</li> <li>• Previous experience in a similar role</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Good written and verbal communication skills.</li> <li>• Confidence and ability to communicate with people of all ages and backgrounds.</li> <li>• Able to remain calm in potentially stressful situations.</li> <li>• Able to work to procedures and to positively suggest improvements to those procedures.</li> <li>• Be assertive</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to understand the legal framework in which the Town Council operates.</li> <li>• Understand the risk assessment process and operate within this.</li> <li>• Have a positive attitude to change.</li> </ul>
<b>Communication Skills</b>	<ul style="list-style-type: none"> <li>• Able to interact and communicate with members of the public, colleagues and Councillors.</li> <li>• Empathy and patience when dealing with customers.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a customer focused environment or similar team environment in providing an excellent standard of customer service.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Commitment to providing excellent customer service.</li> <li>• Co-operative, friendly attitude and flexible/positive work ethic.</li> <li>• Smart appearance – staff uniform will be provided.</li> <li>• Self-motivated</li> </ul>	<ul style="list-style-type: none"> <li>• Undertake training as the post and Council requires.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Well organised and good time management.</li> </ul>	<ul style="list-style-type: none"> <li>• Full clean driving license</li> </ul>