

VISITOR CENTRE ASSISTANT (GIBRALTAR POINT)
PERSON SPECIFICATION

CHARACTERISTICS	ESSENTIAL/ MINIMUM	DESIRABLE
QUALIFICATIONS	Basic general education.	Attainment of a GCSE in English and Mathematics qualification to a minimum level grade C (or equivalent).
		Basic Food Hygiene certificate.
SKILLS AND EXPERIENCE	Willingness to learn and to attend training courses as required.	Working knowledge of risk assessment, COSHH, Health & Safety legislation, food handling and hygiene procedures.
	Experience of delivering a great visitor experience.	Previous experience of working in a catering environment.
	Basic financial skills sufficient to use till and give change.	Experience of cash handling and working knowledge of tills.
	Good team working skills.	
PERSONAL ATTRIBUTES	Pleasant personality, ability to get on with variety of people, including customers, staff and volunteers. Good oral communication skills.	Interest in wildlife and the environment and desire to communicate that interest to visitors
	Good interpersonal and customer facing skills, able to empathise, maintain professionalism and display patience and politeness.	
	Ability to work independently with minimum supervision. Confidence to deal with difficult situations and to know when appropriate to seek guidance from line manager.	
	A conscientious, flexible and 'can do' working style.	
	Commitment to providing excellent customer service.	