

## PERSON SPECIFICATION

### Coble Landing Attendant (Filey)

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education and Key Knowledge</b>	<ul style="list-style-type: none"> <li>- Reasonable level of general education including mathematics and English</li> </ul>	<ul style="list-style-type: none"> <li>- A sound knowledge of Filey Coble Landing / Council operations and of the area in general</li> <li>- Boat handling knowledge and skills</li> </ul>
<b>Relevant Skills and Experience</b>	<ul style="list-style-type: none"> <li>- Experience of employment dealing with customers and/or general public</li> <li>- Previous experience of general maintenance and cleaning duties</li> <li>- Experience of handling and recording the taking of money</li> </ul>	<ul style="list-style-type: none"> <li>- Experience of maritime operations either on a professional or leisure basis</li> <li>- Proven ability to improve customer service</li> </ul>
<b>Key Competencies: Communication</b>	The ability to use interpersonal skills to communicate clearly and concisely, including the ability to recognise and understand the requirements of others.	Ability to work under own initiative.
<b>Customer Focus</b>	Works towards developing a customer focused organisation which is understanding and meets the needs of Customers and improves customer service.	Ability to deal face to face with harbour users and general public.
<b>Work Collaboratively</b>	The ability to work collaboratively, both in teams and with partners, both inside and outside the organisation, to achieve common goals and to improve the quality of service.	Self-motivated and Good communicator.
<b>Special Requirements</b>	Flexibility in terms of hours and duties.  Physically fit.  Amenable to directives.	Should reside within a commutable distance from Filey.  Self-confident, honest and reliable individual who is well organised with a good sense of humour.
<b>Equality</b>	Acceptance of and commitment to the principles underlying the Council's Equal Opportunities Policy.	