

Hastings Borough Council

Job Description

Job Title

Cliff Railway Attendant

Directorate

Environmental Services

Grade

Grade 11

Reports to

Senior Cliff Railway Technician/Supervisor

Location

Cliff Railways

Purpose of the Job

Operate the Cliff Railways, working as part of a team to ensure they are operated safely and efficiently and compliance with the Resort Services Department Procedure and Health and Safety Policy.

Main Responsibilities

- Undertake the safe operation of cliff railway equipment following strict standard operational procedure and health and safety regulations in order to ensure safety of passengers at all times.
- Undertake the accurate completion of daily safety and operational checks, bringing to the immediate attention of a supervisor any issues that may compromise safety
- Operate the cliff railway ticket machine and sale of goods to ensure that all passengers purchase a valid ticket to travel and are issued with receipts for goods purchased.
- Complete the collection, administration, daily reconciliation and banking of cash floats, following directorate procedure to ensure all income is accurately recorded and banked.
- Undertake the effective opening and closing of the cliff railways and taking responsibility for the appropriate keys and security systems in the absence of the supervisor.
- Complete routine maintenance and daily housekeeping tasks to ensure that the highest standards are maintained.
- Deal effectively and courteously with passengers and visitors enquiries to represent Hastings and the Council positively to its residents and visitors.

- Participate in an annual performance appraisal based on agreed objectives that are linked to the Council's corporate objectives and priorities.
- Ensure that all duties and services provided are in accordance with the Council's Equalities and Diversity policies and procedures.
- To comply with individual responsibilities, in accordance with work role for health and safety in the workplace.
- Undertake such other duties and tasks appropriate to the grade and character of work such as changes in information systems and new technology as may reasonably required. Therefore, the above list of key result areas in this job description should not be regarded as exclusive or exhaustive.

The key result areas to this post are set out in this job description. It should be noted that the Council reserves the right to update the job description from time to time to reflect changes in or to the post after consultation about any proposed changes. Significant permanent changes in duties and responsibilities will require revisions to be made to this job description.

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Person Specification

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Cliff Railway Attendant

Directorate

Environmental Services

Essential Requirements

Qualification

1. Good general level of education.

Experience

2. Front line experience of working with the general public and ability to deal with difficult customers.
3. Experience of handling cash, banking and administration.

Knowledge

4. Good general and local knowledge including local history and interest in Hastings

Personal Aptitude and Skills

5. Good interpersonal skills

Behavioural Approach

6. Able to work alone and part of a team

Circumstances

7. Good level of general fitness and mobility due to long periods of time on feet.

The above qualities will be assessed in the first instance on the application form and again at the interview stage if selected.

Desirable Requirements

Experience

Previous experience in routine mechanical maintenance