# **PERSON SPECIFICATION: CASUAL USHER POST REFERENCE:** **101557**

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**

|  |  |  |
| --- | --- | --- |
| REQUIREMENTS | ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) |
| * **Educational/vocational/ occupational qualifications and/or training** * **Specific qualifications (or equivalents)** |  | Customer Service (I)  Events related qualifications(I)  Venue related qualifications(I) |
| * **Work or other relevant experience** | Previous front of house experience (I)(R)  Previous customer service experience (I) (R) | Working in a live music venue (I) (R)  Working in a theatre (I) (R)  Working in a performance venue (I) (R)  Working in a sporting arena (I) (R) |
| **ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** | | |

**2**

|  |  |  |  |
| --- | --- | --- | --- |
| REQUIREMENTS | ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | |
| * **Skills, abilities, knowledge and competencies** | Excellent Customer Service Skills (I)  Sound knowledge of Challenge 21 Policy (I)  Understanding of venue capacity and Health and Safety Venue Risks (I)  To be able to manage capacity (I) | tieodeo  Conflict Management (I)  Searching and Confiscation (I) (R) | |
| * + **General competencies** | Excellent communication skills (I) (R)  To be able to work well under pressure (I)(R)  To be able to take direction (R)  Problem Solving (I) |  | |
| **ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** | | |

Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council’s Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.