# **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.**

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| REQUIREMENTS | ESSENTIAL CRITERIAPlease indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)  | DESIRABLE CRITERIAPlease 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)** |

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| REQUIREMENTS  | ESSENTIAL CRITERIAPlease indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)  | DESIRABLE CRITERIAPlease 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) | tieodeoConflict 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.