**Job Description**

**Fee Collector / Attendant**

**Reports to: Open Spaces Supervisor and Line Managers**

**Responsible for - Directly: 0**

**Working environment: Bure Park (2 post) or Gorleston Cliffs (2 posts)**

**Working hours: Full time.**

**Working an alternate shift pattern of 33 / 44 hours per week, across a Monday to Sunday service provision.**

**Fixed Term Contract Bure Park – Easter until 31October 2024**

**Gorleston Cliffs – 01 May to 29 September 2024**

**Purpose of role**

Under the supervision of the Open Spaces Supervisors, to carry out Fee collector duties at leisure outlet (summer sports).

**Main responsibilities**

* Collect user fees.
* Maintain and provide equipment to participants of pitch & putt, Bowls & tennis (dependant of site).
* Setting out pitch & putt course, putting green or bowling greens (dependant of site).
* Lock and unlock the relevant leisure facilities at the prescribed times.
* Complete daily banking & paperwork as instructed.
* General cleaning activities both internal and external.
* The post holder will be expected to work with a minimum of supervision and organise their own workload to ensure minimum disruption to users of the facilities.

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Person Specification**

1. **Experience/ Knowledge**

**Essential**

* 1. Customer care and the ability to communicate with the public.
  2. Proven experience of cash handling procedures, cash registers and chip & pin machines.
  3. Able to work along or as part of a team.
  4. Ability to accurately carry out verbal and written instructions.
  5. Ability to follow Health and safety instructions.
  6. Good communication skills.

1. **Qualifications & Skills**

**Essential**

* 1. Basic literacy and numeracy skills.

**Desirable**

* 1. Knowledge of Health and Safety requirements.

1. **Personal Qualities and Attributes**

3.1 Approachable

3.2 Self Awareness

3.3 Openness, honesty and integrity.

3.4 Personal resilience.

3.5 Ability to work under pressure.

3.6 Fairness and consistency.

3.6 Flexible

1. **Behaviours** 
   1. Effective and open communication.
   2. Work together.
   3. Taking Personal Responsibility.
   4. Putting Great Yarmouth first.
   5. Respecting others.
   6. Embracing change.