



Banbury Town Council

## PERSON SPECIFICATION

**Post Title**

**Town Hall Lead Duty Manager**

**Post No.**

**BTC 10**

	Essential		Desirable	
<b>Qualifications/ Education</b>	1	School Education studying English and Maths (Literate and Numerate).	1	5 GCSE pass certificates
			2	Health & Safety qualification (NEBOSH or IOSH).
			3	First Aid Qualification.
<b>Experience</b>	2	Dealing with the public	4	Building maintenance
			5	Dealing with complaints
			6	Reception duties
			7	Dealing with Alarms
<b>Knowledge</b>			8	Have local community/voluntary sector knowledge
<b>Skills</b>	3	Customer Care, courteous and polite and able to relate to Members of the public.	9	Practical DIY Skills
	4	Good communication and interpersonal skills when dealing with hirers and other members of staff		
	5	Ability to problem solve		
	6	Enthusiastic self-starter with the ability to work well on their own initiative or as part of a team.		
	7	Flexible approach to work, adaptable and responsive to changes in duties dependant on work demands.		

<b>Other requirements / circumstances / aptitudes</b>	8	Live locally and be able to attend out of hours alarm activation call outs with Key holder responsibilities.	10	Good understanding of using IT equipment/ troubleshooting during hires
	9	Prepared to work additional hours if required for weekend and bank holiday events.		
	10	Physically fit and capable of delivering the duties of the role, prepared to work both indoors and outdoors in all weathers.		
	11	Positive attitude and supportive to others.		
	12	The ability to work weekends/ attend functions and support out of hour service.		
	13	Neat, tidy, smart and professional appearance.		

<b>This Person Specification was reviewed by</b>	<b>Toby Russell</b>	<b>on</b>	<b>March 2023</b>
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