

Car Park Assistant – Role Specification

Line Manager :	Car Park Manager
Responsible to:	Car Park Manager and Business Support Manager
Hours:	Variable. All members of the Minack team are required to work weekends and some evenings during the theatre's season.

To assist the Car Park Manager with:-

1. The parking of audiences before performances in such a way as to enable any car to safely leave the car park at any time.
2. Parking within the overflow car park and car park during visitor opening times.
3. Ensure the car park is a safe environment.
4. Greeting visitors and ensuring they have booked for visiting or performances.
5. Maintaining the flow of traffic through the valley of Porthcurno.
6. Providing customers with information about the Theatre and giving relevant directions.
7. Dealing effectively with members of the public to ensure their safety and that of others while on site.
8. Understanding how the theatre works and be able to answer questions from the public.
9. Litter pick the car park to ensure the grounds are kept clean and tidy
10. Keeping the car park area clear of litter, bringing any concerns to the attention of the Car Park Manager.
11. Any other duties as may be reasonably requested by the Duty Manager or Senior Management Team.

A key element of this role is to offer friendly and courteous service to customers at all times.

In addition, as with all roles at the Minack, you must be conversant with the Trust's Health & Safety and Evacuation Policies.

Essential:

- Ability to work as part of a team
- Ability to work under pressure in a customer facing environment
- Reliable and punctual
- Good oral skills in English
- Willingness to work flexible and unsociable hours

Desirable:

- Interest in cultural events, specifically plays/musicals.
- Oral skills in other languages, especially German.
- Good local knowledge of buses, footpaths, beaches, public car parks etc