Car Park Assistant – Role Specification

Line Manager :   Car Park Manager
Responsible to: Car Park Manager and Duty Manager
Hours: Variable. All members of the Minack team are required to work weekends and some evenings during the theatre's season. Working days are likely to be Sunday, Wednesday and Thursday.

Duties will include:-

1. Parking customers for daytime entry and performances in such a way as to enable any car to safely leave the car park at any time.
2. Ensure the car park is a safe environment at all times.
3. Greeting visitors and ensuring they have booked for visiting or performances.
4. Maintaining the flow of traffic through the valley of Porthcurno.
5. Providing customers with information about the Theatre and giving relevant information about the theatre and the surrounding area.
6. Dealing effectively with members of the public to ensure their safety and that of others while on site.
7. Understanding how the theatre works and be able to answer questions from the public.
8. Litter pick the car park to ensure the grounds are kept clean and tidy
9. Keeping the car park area clear of litter, bringing any concerns to the attention of the Car Park Manager/Duty Manager.
10. 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 fast paced customer facing environment
- Reliable and punctual
- Good oral skills in English
- Willingness to work flexible and unsociable hours
- Willingness to work outdoors in all weather and on their feet.

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