

## Harlow Council Employee Profile

**Job Title:** HOST

**Post Number:** PH0320

Attributes	Essential	Desirable	Method of Identification
<b>Education Qualifications</b>	GCSE Maths and English (Grade C or above) or equivalent.		Application form
<b>Related Experience</b>	At least one year's experience directly dealing with customers in a sales-based or catering environment.	Experience of working with computerised sales software.	Application form and interview
<b>Special Circumstances</b>	Flexible hours including evenings and weekends.	Willing to be called in at short notice.	Application form and interview
<b>Special Knowledge, Training</b>	Good basic IT knowledge of windows based applications.	Enhanced IT knowledge, or design software.	Application form and interview
<b>Skills and Abilities</b>	Calm under pressure, good telephone manner, well organised, attention to detail, patient, able to show initiative, good arithmetic and communication skills.	Customer care training.	Application form and Interview
<b>Disposition and Attitude</b>	Understands and is committed to equal opportunities; ability to work well as part of a team and display a positive attitude.	A demonstrative interest in and appreciation of the performing arts.	Interview