

Harlow Council Employee Profile

Job Title: HOST

Post Number: PH0320

| Attributes | Essential | Desirable | Method of Identification |
|------------------------------------|--|--|--------------------------------|
| Education Qualifications | GCSE Maths and English (Grade C or above) or equivalent. | | Application form |
| Related Experience | 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 |
| Special Circumstances | Flexible hours including evenings and weekends. | Willing to be called in at short notice. | Application form and interview |
| Special Knowledge, Training | Good basic IT knowledge of windows based applications. | Enhanced IT knowledge, or design software. | Application form and interview |
| Skills and Abilities | 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 |
| Disposition and Attitude | 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 |