

## Harlow Council Employee Profile

**Job Title:** Host

**Post Number:** PH0320X

Attributes	Essential	Desirable	Method of Identification
<b>Education Qualifications</b>	Minimum GCSE Grade C or Level 4 or equivalent in English and Maths		Application form
<b>Related Experience</b>	Experience of 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.  Post holder must be able to meet the requirements to obtain a personal licence for selling and serving alcohol.	Willing to be called in at short notice.	Application form and interview
<b>Special Knowledge, Training</b>	Good basic IT knowledge of Microsoft Office 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 motivated attitude.	A demonstrative interest in and appreciation of the performing arts.	Interview