



## **JOB DESCRIPTION**

**Job Title:**

### **GATE ATTENDANT**

#### **Principle Duties and Responsibilities:**

1. To work as part of a dedicated team whose primary responsibility is to ensure the safe, secure, efficient and accurate control of guests entering the Park through the turnstiles on a daily basis. This will involve:
  - a. Checking tickets and allowing the appropriate entry whilst ensuring heights are checked and that all guests entering the Park have purchased the appropriate ticket as well as the correct number i.e. guarding against fraudulent entry to the Park.
  - b. Checking Season tickets relate to the correct person and are valid.
  - c. Checking and allowing entry of guests who may hold any one of a number of valid ticket types that will allow entry to the Park. This will include the use of scanning equipment that is aligned to our computer network which both authorises entry and invalidates redeemed tickets.
2. To be flexible to assist in other duties such as “floor walking” in any one of the Park’s other Retail outlets when the turnstiles no longer require manning i.e. late afternoon etc.
3. Prepare the turnstile area at the start of the day and close it down when required as admissions close. Times will vary dependent on the time of year.
4. To assist guests with any queries they may have regarding either entry or if they require any general Park information. If the answer is not known the guest should be directed to either Guest Services or a member of the Retail and Admissions Management team should be called.

#### **Principle Requirements:**

1. The job holder should be of strong character and possess good interpersonal and Customer Service skills. This is critical as often the Park’s Gate personnel are the first members of staff a guest will have contact with and it is critical we make the right impression from the outset. We are looking for someone whose personality will put a smile on our guests’ faces at the very start of their visit.
2. The ability to deal with potentially difficult situations within a sometimes pressurised environment is required.

3. Excellent communication skills are important along with the ability to communicate effectively with both our wide range of guests i.e. adults, children etc. as well as work colleagues.
4. The presentation of all our staff is important but due to their position the appearance and general demeanour of our gate staff is imperative.
5. The job holder needs to hold sound basic numeracy skills.
6. The Job Holder should be confident in the use of IT equipment. Whilst this is straightforward a level of general understanding is required.
7. This role will involve working outdoors (whilst undercover) and will require a fair degree of standing and walking around. The Job Holder will therefore need to be fit and like working outside in varying conditions.
8. The ability to work as part of a team is essential. This role will be supported by our Retail and Admissions Management Team as well as our Security personnel on busier days.
9. Full training will be given on all aspects of the Admissions and Turnstile area. This is in addition to an in-depth induction to the Park which will provide the necessary background required to answer customer queries.

**Experience Required:**

This role will suit a fit and active individual who likes working in both vibrant and interesting surroundings. Interpersonal skills, the ability to communicate effectively as well as taking pride in their appearance are all prerequisites of this role.

**Hours of Work:**

This is seasonal two to five day a week position, which includes weekends, school and bank holidays; this can vary with the personal requirements of the individual as the position will be rostered with other Gate personnel within the "pool". Hours will vary dependent on the time of year with a 9.30 – 9.45am start and a 3.00 – 5.30pm finish.

**Commence:** The Park opens for the 2009 season on Sunday 15<sup>th</sup> February so this position will commence on this date or at any time during March or April prior to Easter. Obviously as the Park gets busier as the season progresses we will need more than one entrance gate manned at any one time – we operate three turnstiles on peak days.

**Rate of Pay:** to be discussed at interview.

**Responsible to:** The Retail and Admissions Manager or in his absence the Assistant Retail and Admission Manager.

**Miscellaneous:**

Full uniform will be provided on loan and will be subject to a small returnable deposit.

**January 2009**