

**TOTTON & ELING TOWN COUNCIL  
JOB DESCRIPTION**

**JOB TITLE** Tollkeeper

**LOCATION** Eling Toll Bridge

**SCP** 4-7

**RESPONSIBLE TO** Eling Experience Manager

**MAIN PURPOSE OF JOB**

- To collect tolls due on vehicles passing over Eling Toll bridge
- Operate as part of a small flexible team providing an efficient and effective service to the Eling Toll bridge.
- Greet customers to the Eling Tide Mill Experience
- Host short info. sharing talks to visitors
- Undertake identified tasks to complete when business is quiet.

**KEY TASKS**

- Collection of Toll Bridge charges.
- Check that all passes of persons exempt from charges are valid.
- Reconcile daily number of tickets sold with money collected and complete statistical and financial returns.
- Maintain security of cash collected.
- Reporting any problems or faults with toll bridge ticket machinery.
- Maintain a polite, friendly, caring attitude to customers/visitors.
- Respond to any queries during customers visitors.

**ADMINISTRATION**

- Attend and participate in Toll Bridge Team and ETME Team Meetings.
- Attend and participate in supervision sessions with the line manager.

- Participate in the Council's appraisal scheme.
- Assess own training needs and attend training courses as required

**OTHER**

- Be aware of health and safety issues, implementing appropriate practices and raising health and safety problems.
- Comply with the Council's Health & Safety policy.
- Adhere to all policies and procedures of the T&ETC.
- Any other reasonable and relevant tasks as required by the ETME Manager & T & ET Council.

**WORKING CONDITIONS**

The following section provides an outline of the working conditions that may be encountered in this role -

**Manual Handling**

- Objects, less than daily requirement, 6-10kg.

**Job Characteristics**

- Working within all weathers.
- Working with the general public of all ages.

**Work Environment and Equipment**

- Working outside and based in a small toll hut.
- Working ticket machine.

**Person Specification**

**QUALIFICATIONS**

1. Customer Services
2. Health and Safety

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**SKILLS**

1. Good people and communication skills.
2. Good organisational skills.
3. Ability to keep accurate records.
4. Good numeracy skills.
5. Ability to maintain professional boundaries.
6. Ability and willingness to respond positively and effectively to change and innovation.

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<p><b>KNOWLEDGE</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of local area.</li> <li>2. Knowledge of local heritage and history.</li> </ol>	<p>D D</p>
<p><b>EXPERIENCE</b></p> <ol style="list-style-type: none"> <li>1. Money management.</li> <li>2. Of working with the public.</li> <li>3. Of working alone and as part of a team.</li> </ol>	<p>D D D</p>
<p><b>OTHER</b></p> <ol style="list-style-type: none"> <li>1. Able to work a flexible work pattern.</li> <li>2. Be willing to undertake unsociable hours as required.</li> </ol>	<p>E E</p>

E = Essential criteria  
D = Desirable criteria