

TOTTON & ELING TOWN COUNCIL JOB DESCRIPTION

JOB TITLE	Tollkeeper
LOCATION	Eling Toll Bridge
SCP	14 - 17
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 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	D
2. Health and Safety	D
SKILLS	
1. Good people and communication skills	E
2. Good organisational skills	E
3. Ability to keep accurate records	E
4. Good numeracy skills	E
5. Ability to maintain professional boundaries	E
6. Ability and willingness to respond positively and effectively to change and innovation.	E
KNOWLEDGE	
1. Knowledge of local area	D
2. Knowledge of local heritage and history	D
EXPERIENCE	
1. Money management	D
2. Of working with the public	D
3. Of working alone and as part of a team	D
OTHER	
1. Able to work a flexible work pattern	E
2. Be willing to undertake unsociable hours as required	E

E = Essential criteria

D = Desirable criteria