



Job Title:	Resort and Events Support
Service Area:	Operations
Team:	Asset Management (Resort)
Salary:	Band 4

Job Description

Main Purpose of Job:

To work within the Asset Management Department (within Resort Team) to support customer-focussed duties relating to beach huts and beach chalets in Felixstowe area and to assist with the permission service which allows events to be held on council-owned land in the East Suffolk district.

Role includes administration, site visits, inspecting, recording, and monitoring, customer-facing service, key-holding responsibilities, using web-based booking/application systems, using own initiative (following set processes) to resolve issues arising. The role has variable working and weekend/call-out responsibilities due to seasonal work and hire service requirements.

Our Values

You will be expected to work in line with our values which are:

Proud - Believing in who we are, what we do and where we live
Dynamic - Transforming the future with you in mind
Truthful - Honest and clear in all we do
Good Value - Delivering outstanding services, smartly & economically
United - Whoever we work with, we work as one team

Key Responsibilities:

Duties relating to Felixstowe Beach and Beach Huts/Chalets

- Beach hut/chalet administration support
- Beach chalet checks pre/post hire bookings
- Being responsible for ensuring the presentation for chalet hire meets set standards.
- Setting up chalet to meet for requirements of the bookings.
- Checks/re-stocking including some supporting cleaning duties if required (generally cleaning contractor covers main duties) for chalet hire.
- Dealing with customers face-to-face, by telephone and emails.
- Planned attendance out of hours if required for hire booking support.



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- Reactive attendance to respond (including on site) to reactive issues if arising and referring to manager/colleagues/contractor as required by set processes depending on the situation.
- Using booking system to help administer and deliver hire bookings. Assisting in managing hire enquiries, reservations, bookings and the delivery of the beach chalet hire service.
- Assisting with beach hut administration and customer service relating to Resort business e.g. licence documents, invoicing, licence compliance checks, assisting with chalet clearance when vacated following booking
- Contact with other parties and departments as directed to meet service requirements e.g. coastal colleagues, contractors, enforcement (e.g. dogs), local council representatives, asset management colleagues, Blue flag award data/activities.
- Assist with matters relating to Beach awards and beach wheelchair hire.
- Working alongside and supporting the work of the Resort Co-ordinator.

Duties relating to Applications approved for Events of Council land

- Roving Events support, primarily Felixstowe/south of district. Includes site attendance. Some wider site visits as required in the district e.g. Lowestoft.
- Pre-booked attendance for large events site locking/unlocking (may include out of hours), typically May-August.
- Dealing with customers face-to-face, by telephone and emails.
- Monitoring and reporting on application details/actual event and assisting in any follow-up actions.
- Pre-planned attendance out of hours if required for large event site opening/liaison/site closing/event checks
- Being available to respond (including site visit) for reactive issues if arising and referring to manager/colleagues/contractor as required by set processes depending on the situation.
- Dealing with event organisers face-to-face, by telephone and emails.
- Assisting with the application process using web-application system.
- Routine visits to check sites to ensure asset use including making site records and reporting any issues.
- Site inspections before/after events for selected events/locations, as directed.
- Assist in reviewing application details and any permission conditions and follow-up as required.
- Contact with other Council departments such as licencing, parking services, environmental protection, waste etc. associated with event permissions, or other agents.
- Working alongside and supporting the work of the Events Coordinator.

General:

- Prepare/check and present assets for bookings to meet required standards.
- Meeting customers to support bookings e.g. huts/chalet hire and event organisers,
- Key holding responsibilities and responsibilities for security of premises
- Raising issues requiring attention and, if needed, making arrangements with supply partners/contractors/colleagues to action a remedy.
- Accurate and detailed record keeping.



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- Monitoring and recording against set policy or document e.g. event application, hut licence, end of hire checks, pre-hire checks.
- Undertaking supporting tasks as requested by Resort Supervisor/Resort Coordinator/Events Coordinator (and where delegated instruction via Line Manager).
- Includes some working outside of normal hours - Have the willingness and ability to respond to attend to a site/booking/premises issue arising and to follow set processes/in discussion with manager or supervising colleague as applicable to respond effectively.
- Provide cover for colleagues during absence as required.
- To undertake such other duties as may reasonably be required compatible with and/or arising from those listed above.
- To promote and adhere to the workplace values of our organisation.

Line Manager: Resort Manager

Political Restriction: This post is not politically restricted.

Note: This is a description of the job as it is constituted at (November 2023) but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of the Council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is the Council's aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Council reserves the right to insist on changes to the Job Description after consultation with the postholder.

Person Specification

	Essential	Desirable
Knowledge and Experience	<ul style="list-style-type: none"> • Experience of a customer service focussed role • Key-holder duties • Visual inspection and reporting • Awareness of health, safety and 	<ul style="list-style-type: none"> • Work involving members of the public in a Council environment • Electronic-payment handling experience • Reactive/operational experience



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	<p>welfare, maintenance and repair</p> <ul style="list-style-type: none"> • Experience of working within a team environment • Excellent computer skills and ability to use portal-based systems 	
Skills and Abilities:	<ul style="list-style-type: none"> • Practical and active – the role is agile and includes outdoor working and site visits. • Polite, well-presented and approachable • Flexible to respond to the demands and requirements of the seasonal services represented by the service area. • Great attention to detail, accuracy, care and attention. • Ability to process data in an effective and efficient manner. • Effective observational skills. • Checking, monitoring and reporting skills. • Act on instructions and follow processes. • Organising own work and prioritising. • Communication skills, friendly, and approachable. • Customer service experience – customer-facing. • Ability to use bespoke IT booking systems. • Key-holding and premise security responsibility • Effective problem solving • Use own initiative within set process and support structure. • Willing to work outside as part of the role through out the year. 	



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	<ul style="list-style-type: none"> • Ability to accept changing priorities and handle interruptions 	
Education and Training	<ul style="list-style-type: none"> • GCSEs of Grade C and above or equivalent, 	<ul style="list-style-type: none"> • Asset, property or tourism-related qualification/trained • Customer Service qualified/trained • Relevant First Aid Qualification or willingness to undertake training • Health and safety and compliance trained
Other Requirements	<ul style="list-style-type: none"> • Must be mobile / have access to a car to attend to Resort and Event matters in Felixstowe area on a regular basis (sometimes at short notice) and also attending sites within the district as required by the role. • Flexible and willing to work outside of normal working hours. • DBS Check 	<ul style="list-style-type: none"> • Knowledge of council procedures • Interest in local issues and events