



Turkish Baths Visitor Services Officer				
Criteria	Essential	How identified	Desirable	How identified
Relevant experience	<p>Previous experience of a busy customer services operation.</p> <p>Experience of administration and finance.</p> <p>Experience of working in a sales environment.</p> <p>Experience in management of staff time.</p>	Application form and interview.	Experience of facilitating leisure based activities and courses.	Application form and interview.
Qualifications and training	Minimum of 5 GCSE's (or equivalent) including maths and English.	Application form.	<p>First aid at work qualification.</p> <p>Leisure or business related qualification.</p> <p>Recognised administration/finance qualification.</p>	Application form.
Special knowledge	<p>Good level of communication skills.</p> <p>Ability to communicate with and supervise other people.</p> <p>Experienced in the use of software packages.</p>	Application form and interview.	<p>Knowledge of marketing and community service.</p> <p>Development of software systems.</p>	Application form and interview.

Disposition and attitude	<p>Commitment to provision and delivery of an excellent leisure service.</p> <p>Personal commitment to equality of opportunity.</p> <p>Polite, professional and friendly disposition.</p>	Application form and interview.	Commitment to development of leisure opportunities.	Application form and interview.
Practical/ intellectual	<p>Acts on own initiative.</p> <p>Able to access priorities and makes decisions.</p> <p>Excellent local and historical knowledge.</p>	Interview.		
Physical requirements	<p>Capable of assisting with the movement of equipment.</p>	Interview.		
Special requirements	<p>Able to work unsociable hours including evenings, weekends and bank holidays.</p> <p>Able to respond to various stressors.</p>	Interview.	Able to recognise and manage many stressors.	Interview.