



Casual - Seafront Patrol Officer

Salary: Band: 6, approximately £15 per hour

Hours: This is a casual post - there are no set hours - you will be asked to work as and when needed.

Various hours per week over 7 days including regular weekend and bank holiday working between April and September

Contract: Casual

Background

Portsmouth is fortunate to have over 4 miles of active public seafront and the purpose of this role is to provide seasonal support to ensure the public space is being appropriately and safely used by the general public - both residents and visitors alike.

What is the role?

You will support the public using the seafront and all its different offers. You will be based both at the Seafront office with occasional remote working across other parts of the seafront such as the Hotwalls or Canoe Lake.

This entails:

- Carrying out inspections across the seafront including Public Rescue Equipment, Water Safety Signage, BBQ signage ensuring they are maintained in a safe, clean and tidy condition.
- Identifying and reporting repairs that are required across the seafront including the Beach Huts and ensuring these are followed up and completed.
- Engaging with visitors of all types who use the seafront both occasionally and regularly from dog walkers to day trippers.
- Have a detailed knowledge of the wide range of activities which take place along the seafront and passing on information to the public covering both permanent activities and also the one-off events.
- Helping to pass on information to the public on areas where certain activities can be carried out e.g. dog walking, BBQs and directing the public to these areas
- Using word templates to create new temporary signage to highlight specific elements e.g. seasonal changes on dog off-lead areas.
- Responding to calls and listening to both residents and visitors to gain an understanding of issues and circumstances.
- Reacting to problems appropriately and when necessary challenging public behaviour including re-educating those who flout the seafront bylaws.
 - This is not an office-based role and you will need to be able to regularly walk across areas of the seafront including the seafront shingle and manage steps in order to engage with the public and deliver the role.
- This is a varied and challenging role that involves dealing with a wide section of the local community and other external agencies such as the police as well as putting you in close contact with numerous departments with Portsmouth City Council, so your ability to work in partnership with other will be paramount.



- Weekend and bank holiday work will be a core part of delivery of this role and the hours are anticipated to be spread throughout the week with 2 nonworking days per 7-day week which will be week day.

Who is the person?

You will need to:

1. Have experience of working directly with the public and be comfortable engaging with them on difficult topics.
2. Have the ability to communicate effectively at all levels from residents to Councillors, police and staff across Portsmouth City Council.
3. Have a proactive approach when identifying and dealing with issues across the seafront area, engaging with the public in a calm and tactful manner and challenging behaviours when necessary.
4. Be able to work independently and as part of a team, using your own initiative and judgement in order to find appropriate and effective solutions.
5. Be able to identify or consider other resources available to you to help you achieve results for seafront users.
6. Be able and be prepared to help the public with information about the seafront, the wider tourist offer and how to get to places including being aware of any layout changes due to the on-going coastal defence works.
7. Be comfortable using a variety of IT systems including all Microsoft packages and Teams.
8. The ability to talk easily to the public and provide advice in accurate spoken English is essential for the post.
9. A full UK driving licence is desirable for this role.
10. Have the ability to work in all weather conditions and be on your feet a large amount of time as you will be required to regularly walk across areas of the seafront.

What next:

When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience and - attach this as an additional document in the Supporting Documents section. Please also read the How to Apply information on the website. This is really important or you are likely not to be shortlisted.

Additional Information:

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).



Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.