



We are now recruiting for a Bridge Attendant

The Clifton Suspension Bridge Trust is currently recruiting for a bridge attendant to join the team based at the iconic Clifton Suspension Bridge.

This is a customer focussed role, regularly dealing with the users and visitors to the bridge. Duties include operating the toll barriers, monitoring CCTV and dealing with issues on the bridge. Candidates will need to prove a track record of excellent customer service in dealing with the general public. Ability to be flexible and adaptable is also key.

Applicants should have good eyesight and be physically fit as the role involves walking, some heavy lifting and minor maintenance.

This role is shift based with an average of 37 hours per week, covering mornings, afternoons and night shifts, including weekends.

Starting Salary in the region of £24,950 pa in line with Local Government Pay scales.

The salary covers shift allowance and unsocial hours allowance. Candidates must be willing to cover absence, holidays etc., for which overtime is paid.

An application pack including Job Description and application form can be downloaded from the website:

<https://www.cliftonbridge.org.uk/about-us/opportunities>

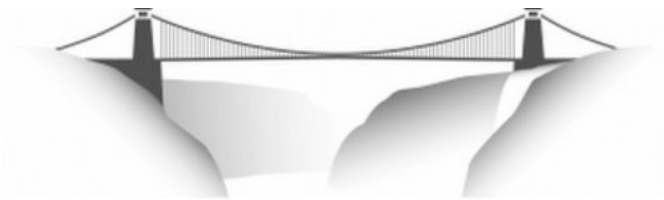
Please fill in the required application form and email with a letter indicating your ability to carry out this role to:

officemanager@cliftonbridge.org.uk

Or alternatively post to

**CSBT Vacancy,
Clifton Suspension Bridge, Bridge Road, Leigh Woods, Bristol BS8 3PA**

The closing date for return of applications is Sunday 31st October 2021.



CLIFTON SUSPENSION BRIDGE TRUST

Job Description

Job Title: Bridge Attendant
Reports to: Office Manager

Job Summary

The Clifton Suspension Bridge Trust is looking for a Bridge Attendant to join our dedicated team. The Trust is responsible for the running and maintenance of the iconic Clifton Suspension Bridge and in the collection of tolls. This person will be based at the Toll Houses on the Clifton Suspension Bridge.

This person must be customer orientated, provide information to our visitors and users and be able to resolve problems that may arise on the bridge either from members of the public or technical issues with barriers and machines.

The best Bridge Attendants are genuinely happy to help our visitors and users. They're patient, empathetic, and communicative. They are confident at sorting our problems and in dealing with the public. They must be happy to work shifts, work overtime, work outdoors and be able to take on new tasks when necessary.

Job Responsibilities

- Be the first point of contact for road users and visitors, assisting with problems in an efficient and courteous manner
- Monitor the use of the toll machines and barriers and be present during busy times to assist the road users and ensure an efficient flow of traffic
- Monitor the CCTV cameras, weighbridge and lighting and report any issues
- Monitor the movement of vehicles across the bridge to ensure loading conditions stay within acceptable limits and redirect any overweight vehicles.
- Maintain a high profile by regularly patrolling the bridge and greeting the members of public. Be able to note maintenance requirements and any health and safety issues.
- Be able to deal calmly and courteously with incidents on the bridge. Be able to deal with emergency services if necessary and provide detailed reports on the incident.

- Handling of cash – deal with credit card transactions and collect cash payments if required.
- Assist with basic maintenance tasks on a regular basis such as cleaning the paths, litter picking, changing toll barriers and assisting the maintenance manager if required. Be able to spread de-icing when required using equipment provided.
- Go the extra mile to assist users and visitors – have great customer service
- Provide temporary traffic and pedestrian controls when required and be able to deal with crowds of people
- Be able to follow procedures, guidelines and policies
- Carry out other such duties as may be reasonably required by the Office Manager or Bridge Master

Job Skills & Qualifications (Mandatory)

- Basic IT skills including emails, office applications
- Experience of working with CCTV
- Experience of dealing with vulnerable people/difficult situations
- Proven customer care experience and dealing with members of the public
- Ability to adapt/respond to different members of the public
- Excellent communication skills – both written and verbal
- Good numeracy and literacy skills – GCSE in Maths and English or equivalent
- Full Clean Driving Licence

Preferred

- Negotiation skills
- Security experience

Required

- DBS Certificate – all new employees will require DBS Checks



APPLICATION FOR EMPLOYMENT

POSITION APPLIED FOR

How did you learn about this vacancy? _____

ABOUT YOU

Title Mr Mrs Ms Miss Doctor Other/please specify

Surname _____

Other names _____

Telephone number _____

Email address _____

Driving licenses held
(Where relevant to position applied for) _____

WORK HISTORY

CURRENT/LAST EMPLOYER

Employer

Position held

Reason for leaving, if applicable

Notice period, if applicable

PREVIOUS EMPLOYER (1)

Employer

Position held

Reason for leaving

PREVIOUS EMPLOYER (2)

Employer

Position held

Reason for leaving

EDUCATION AND TRAINING (inc. short courses, further development)

SCHOOL/COLLEGE/OTHER	QUALIFICATION(S) OBTAINED	DATE

YOUR APPLICATION FOR THIS POSITION

Give details of the experience, skills and personal qualities that will enable you to undertake the position applied for successfully. CVs are welcome in support of this application.

OUTSIDE INTERESTS

Please give brief details of your interests outside work

REFERENCES (not relatives)

REFEREE 1	REFEREE 2

INTERVIEW ARRANGEMENTS

If you need any particular arrangements to be made in order for you to be interviewed for this position at our premises, please give details

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I confirm that to the best of my knowledge and belief the information I have given on this form is true and correct.

Signed	Dated
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Data Protection: The information provided on this form will be used by us for the purposes of assessing your application and, if your application does not result in your being employed by us, will be retained only for so long as is necessary. If you are employed by us, the information will form part of your personnel file and may be processed for any purpose in connection with your employment