



Job Description

Job Title: Bridge Attendant
Reports to: Shift Supervisor

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 the collection of tolls. This role will be based at the Toll Houses on the Clifton Suspension Bridge.

The successful candidate must be customer-oriented, provide information to members of the public and be able to resolve problems that may arise on the bridge either from visitors or technical issues with barriers and machines.

Successful candidates will demonstrate a positive and proactive approach to assisting members of the public. They are physically fit, patient, empathetic, and communicative. They are confident at resolving issues 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, weighbeams 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 members of public. Be able to identify and report maintenance requirements and any health and safety issues.
- Deal calmly and courteously with incidents on the bridge, liaising with emergency services where necessary and providing detailed reports.

- Deal with credit card transactions 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 spray de-icing liquid when required using equipment provided.
- Provide a high standard of customer service.
- Provide temporary traffic and pedestrian controls when required and be able to manage pedestrian and vehicle movements, including during busy periods and events.
- Be able to follow procedures, guidelines and policies.
- Carry out other such duties as may be reasonably required by the Shift Supervisor or Bridge Master.

Job Skills & Qualifications (Mandatory)

- Basic IT skills including emails, office applications.
- Experience of working with CCTV.
- Ability to meet the visual and physical requirements of the role.
- 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.
- All appointments are subject to a DBS check.

Preferred

- Negotiation skills
- Security experience