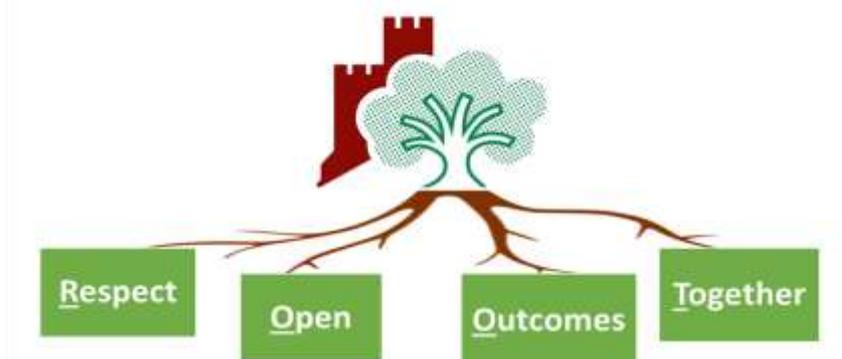


JOB DESCRIPTION

DIRECTORATE	Director Governance and Community Services
SERVICE	Planning Services
POST NUMBER	TBC
POST TITLE	Camber Welcome Assistant
CONDITIONS OF SERVICE	National Joint Council (NJC) for Local Government Services as amended locally
RESPONSIBLE TO	Coastal Operations Officers
RESPONSIBLE FOR	No supervisory responsibility

JOB PURPOSE	To support the Coastal Operations Officers with the safe provision of the Council's operations in Camber during the summer period
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RDC Values and Target Operating Model Principles



- **Efficient and effective** (systems and resources evidencing Value for Money; Return on Investment – a commercial mindset)
- **Empowering** (timely decisions at the right level – proportionate governance)
- **Focussed on customer outcomes and early intervention** (evidence-led decision making and resource allocation)
- **A Community Leader** (influencing stakeholders, driving delivery with partners)

MAIN AREAS OF WORK	
1	Act as a first point of contact for visitors arriving in Camber, understanding the purpose for their visit, and ensuring they park in the correct car park. Deliver safety advice and general information to visitors upon arrival in a courteous and polite manner.
2	Support the public with the use of payment machines and the RingGo app, maintaining a professional, courteous, and polite manner.
3	Pro-actively deliver safety advice to customers when appropriate.
4	Give out, and encourage the use of, missing child wristbands.

5	Stack cars efficiently, and in a polite manner, as and when required.
6	Assist with diverting traffic as and when required, including manning the Old Lydd Road divert.
7	Assist with line painting duties as and when required (Camber Western Car Park).
8	Assist emergency services and partner agencies in emergency situations. This may involve keeping emergency access / egress routes clear.
9	Maintain good order and safe conduct of all users in the car parks in compliance with Council regulations. Report any serious misdemeanour or damage following correct procedures.
10	Ensure car parks and staff welfare spaces are kept clean and tidy.
11	Patrol and monitor the use of car parks and report non-compliance with the regulations to Line Manager.
12	Regularly patrol Camber car parks to inspect assets, identify issues and report following correct procedures. Carry out minor maintenance on payment machines e.g. removing sand / resolving ticket jams / replacing ticket rolls.
13	Ensure that all members of the public and vehicles have vacated Camber car parks and secure car park gates at the close of business.
14	When required and as part of flexible working – to work within other Services and Directorates in support of the Council’s overall objectives and projects.
15	Co-operate with Managers in implementing the Council’s Health and Safety Policy. The responsibilities of members of staff in respect of this are set out in the Council’s Health and Safety Manual.
16	To undertake any other duties for which the post holder is competent and which the Service Manager considers necessary for the effective and efficient delivery of the Service.

RDC Value	Behaviour	Description
Respect	Professional	Maintaining high standards – in line with professional/regulatory requirements and Nolan principles*
	Value others	Ensures that people are given opportunity to contribute, appreciate and acknowledge that contribution
	Empowering	Enabling and encouraging people to influence and make decisions
Open	Trusting	Rely on and put confidence in others to do as they say
	Listening	Makes time to hear what people are saying, checks understanding
	Feeding back	Sharing observations and perception to improve understanding and performance
Outcomes	Responsible	Being accountable and reliable, doing what you have said you will do
	Innovative	Creating and trying new ways of doing things
	Prioritises	Organise, clarify what is most important and focus on that
Together	Communicates	Shares information in an accessible and timely way with people who need to know
	Collaborates	Cooperates, identifies, and brings in people to work together
	Relationship focus	Taking time to build connections and get to know other people

JOB REQUIREMENTS

- Good communication skills
- Good conflict management skills
- Ability to deal with members of the public in a confident, courteous and effective manner
- Weekend and Public Holiday working will be required in this post

March 2026