



Street Marshall (part time)

Temporary from June to September 2023

£10.90 per hour

Looe Town Council is looking for a part-time Street Marshall to provide advice and guidance on access, facilities and safety in Looe.

Hours of work will be from 10am to 5pm each Thursday to Sunday until 15 September 2023.

Looe Town (particularly East Looe, where the majority of retail establishments are located, as well as access to the main beach) has several narrow, single carriageway lanes with the main one (Fore Street) being controlled by traffic lights at each end. During the peak of the summer season, Looe's population can swell significantly meaning that these lanes are congested not only by those pedestrians walking along but also by vehicles attempting to access the beach or to park closer than the nearest car park.

Our Street Marshalls perform a vital role as the public face of Looe Town Council, ensuring that members of the public (residents and visitors) enjoy a safe and positive experience whilst in Looe town centre, and, if appropriate, courteously directing traffic to car parks to reduce traffic through the town. This role has **no enforcement powers** and provides a service through information and guidance only.

As a Street Marshall, you will be expected to act professionally, courteously, and attentively toward all members of the public (drivers and pedestrians). You will need to know the area of Looe well and its facilities. You will be customer-focussed and able to provide a welcome point of contact for the public, answering questions, signposting them to others, and acting as a professional representative of Looe Town Council.

You will need to be aware of issues such as medical emergencies, fire emergencies and aggressive/intoxicated behaviour. The role involves walking and standing for several hours in all weathers so a reasonable amount of physical fitness is needed.

To apply for this role, please complete Looe Town Council's application form and return by e-mail to enquiries@looetowncouncil.gov.uk or in hard copy to Looe Library & Community Hub, The Millpool, Looe, PL13 2AF. Closing date for applications: Wednesday 14th June 2023.



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Duties and Responsibilities

- Provide assistance to drivers seeking parking solutions;
- Provide signposting services to the general public including contact points for further information;
- Deal with incidents and emergencies and if necessary, provide assistance and support to the emergency services in the event of any incidents;
- Report to the Town Clerk any instances of anti-social behaviour, illegal activity or perceived dangers to members of the public;
- Provide regular reports relating to traffic volumes and any marshalling issues within your area to the Town Clerk;
- Provide excellent customer service at all times;
- Take responsibility for reporting any incidents to the correct authorities where public safety could be compromised;
- Act in a professional manner at all times whilst representing Looe Town Council;
- Maintain a high standard of appearance and wear the Looe Town Council uniform with pride ensuring compliance with the standards of dress policy, including the correct wearing of personal protective equipment;
- Carry out all duties as outlined by the Town Clerk.
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Qualifications, Skills and behaviours

- Flexible can-do attitude with an approachable and enthusiastic manner;
- Excellent interpersonal skills with ability to communicate effectively at all levels;
- Positively represent Looe Town Council and yourself by delivering a high standard of service at all times;
- Ensure a smart, professional image and appearance at all times, adhering to the standards of dress policy;
- Ability to make balanced decisions and keep calm in an emergency situation;
- Ability to use initiative and work independently without direct supervision;
- Ability to follow instructions and understanding of the importance of thorough and accurate reporting;
- Ability to verbally defuse hostile situations;
- Physically and mentally fit;
- Ability to work with others in the team to ensure great service to the public.