

WESTON-SUPER-MARE TOWN COUNCIL

PERSON SPECIFICATION

Post Title: Casual Staff (Visitor Information Centre)

It is essential that post holder has the following skills, knowledge and attributes.

Excellent customer services, communication, interpersonal & IT skills.

Skills and Knowledge and Attributes

The following are highly desirable:

- Experience of working in a public facing sales and customer service environment.
- Ability to deal calmly, confidently and positively with people at all levels, both face to face and over the phone.
- Demonstrates good verbal communication skills.
- Ability to use IT, including Microsoft Office systems, email, internet, other software systems.
- Able to understand our products and services and the commercial market in which they operate.
- Ability to work on own initiative as well as operating as part of a team.
- Ability to prioritise tasks, meet deadlines and targets.
- Ability to undertake tasks as directed within competing work demands.
- Flexible and adaptable to changing business needs.

Education and Qualifications

- NVQ Level 2 or equivalent in relevant subject
- GCSE A – C grade or equivalent in Maths and English

Personal Attributes

- Well presented, approachable disposition, enthusiasm, and a 'can-do' attitude.
- Willingness to progress in the role.

Other Factors

- Willingness to work various shifts including weekends, bank holidays and occasional evenings, increasing in the summer season as required e.g. Weston Air Days, Armed Forces, Carnival and Partnership events.

- The role requires contact with children, young people, vulnerable adults and volunteers.
- A good general knowledge of the Weston-super-Mare area.
- This post requires an Enhanced DBS Check to be completed.

Equal Opportunities

Be able to demonstrate a commitment to the principles of equality and diversity and be able to carry out duties in accordance with those policies.

Desirable:

- Industry related work experience in the tourism or hospitality sector.
- Retail experience.
- Working knowledge of booking systems and online services.