

WESTON-SUPER-MARE TOWN COUNCIL

PERSON SPECIFICATION

Post Title: Visitor Information Assistant (Contracted 20 hrs per week)

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 over the telephone and via email.
- Ability to use IT, including Microsoft Office systems, email, internet, other software.
- Able to understand our products and services and the commercial market in which they operate.
- Ability to undertake tasks as directed within competing work demands and problem solve.
- Demonstrates good verbal communication skills.
- Ability to work on own initiative as well as operating as part of a team.
- Flexible and adaptable to changing business needs.
- Ability to prioritise tasks and meet deadlines and targets.

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 and enthusiastic.
- A 'can-do' attitude and willingness to progress in the role.

Other Factors

- Willingness to work 4/5 shifts per week including weekends, bank holidays and occasional evenings, increasing in the summer season as required e.g. to include Weston Air Days, Carnival, Partner events etc.
- Good general knowledge of the Weston-super-Mare area.
- The role requires regular 121 contact with children, young people, vulnerable adults and volunteers.
- 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.