

LISKEARD TOWN COUNCIL

JOB DESCRIPTION

Liskeard Tourist Information Centre

- Post:** Part Time Tourist Information Centre Assistant Manager
- Salary:** £9.66 per hour – Average 18.75 hours per week. Initial 2 year contract to be reviewed thereafter.
- Responsible to:** Liskeard Town Council via the Town Clerk and the Manager
- Purpose of Post:** To assist in the management of all aspects relating to the day to day running of the Centre and other aspects of the Town Council functions.

MAIN DUTIES & RESPONSIBILITIES WILL INCLUDE:

PROMOTING TOURISM AND PROVIDING INFORMATION TO LOCAL PEOPLE

1. To assist with the efficient running of the Information Centre and to provide the highest levels of customer service at all times. Dealing with the public in a polite, calm and welcoming manner when answering questions face to face, on the telephone or in writing
2. To provide information on the local area to tourists and locals. To be familiar with attractions and events in the area and able to make suggestions of things to do when requested. To use the internet to find information and be prepared to keep learning about the local area and wider Cornwall.
3. To give directions within the local area in a manner appropriate to the individual customer.
4. To be proficient in cash handling and using a till. Be responsible for all elements relating to any items for sale including stock control, display and sales whilst on duty
5. To welcome visitors to the museum and make a note of visitor numbers, to be familiar with museum procedures, to maintain a good working relationship with the museum volunteers. To keep up to date with all exhibitions.
6. To undertake training as required and attend any relevant conferences and trade shows.
7. To promote tourism to and from Liskeard, and support local tourism operators and initiatives, working with other businesses and services to promote the town as a destination for leisure and shopping.
8. To liaise with the Town Clerk via the Manager as and when necessary or directly in the absence of the Manager

9. To produce materials using Microsoft Office and other software and to maintain spreadsheets and databases and produce display materials. To carry out research on the Internet and send e-mails. To keep the Visit Liskeard website up to date using Wordpress.
10. To ensure accurate recording systems are maintained for visitor numbers, accommodation bookings, tickets and gift sales. To keep the displays of sale items, leaflets and posters well stocked and up to date and ensure the displays are attractive and accessible. To assist with ordering, receiving and unpacking deliveries.
11. To keep the events diary up to date using information from a variety of sources, to be proactive in locating information about events in the area.
12. To update the Council social media accounts, in particular the Visit Liskeard Facebook and Twitter.

MANAGEMENT OF THE BUILDING

1. To work at all times within the Health and Safety at Work Act and Disability Discrimination Act
2. To ensure that all doors are locked at the end of the day
3. To be responsible for all people in the building in the event of a fire and to be the first aider for the building while on duty
4. To deal with all alarms in the building including being responsible for setting the alarm at the end of the day.
5. Be responsible for all matters relating to health and safety within the Information Centre.
6. Report all defects and cleaning needs to the Town Clerk via the Manager or directly where necessary
7. Liaise with the museum volunteers with regard to aspects of joint interest and need

CONDITIONS OF WORK

1. Part-time post averaging 18.75 hours per week, hours will vary between summer and winter seasons. This is a job share position and you will be required to man the office alone for most of your working hours.
2. Salary paid monthly, pay is averaged out over the year
3. Annual leave is 4 weeks pro rata
4. Period of notice is one month
5. Place of Work: Liskeard and District Information Centre, Foresters Hall, Pike Street, Liskeard

TOWN INFORMATION CENTRE ASSISTANT MANAGER
PERSONAL SPECIFICATION

<u>Attributes</u>	<u>Essential</u>	<u>Useful</u>
Qualifications & Experience	<p style="text-align: center;">GCSE Maths and English (or equivalent)</p> <p>Previous experience of working with the public in a customer service role</p>	<p style="text-align: center;">Graduate in Tourism</p> <p style="text-align: center;">Previous retail experience</p> <p style="text-align: center;">Welcome Host or other relevant tourism training</p> <p style="text-align: center;">Current First Aid at Work training</p>
Knowledge & Expertise	<p style="text-align: center;">Awareness of local transport and other public services and facilities</p> <p style="text-align: center;">Ability to use own initiative to maintain an events guide</p> <p style="text-align: center;">Knowledge of S E Cornwall & Liskeard in particular</p>	<p style="text-align: center;">Knowledge of local government services</p> <p style="text-align: center;">Previous work within the tourism industry</p>
Skills	<p style="text-align: center;">Excellent interpersonal skills</p> <p style="text-align: center;">Excellent IT skills, able to use spreadsheets, databases, word processing programs, email and the internet.</p> <p style="text-align: center;">Able to create attractive display materials using appropriate software</p>	<p style="text-align: center;">Able to speak a foreign language</p> <p style="text-align: center;">Experience in using social media</p> <p style="text-align: center;">Previous use of Wordpress or similar software used for updating websites</p>
Personal Attributes	<p style="text-align: center;">Remain focused under pressure</p> <p style="text-align: center;">Willingness to accept responsibility, to be self motivated and display energy and enthusiasm.</p> <p style="text-align: center;">To be customer focused and have a friendly welcoming personality</p> <p style="text-align: center;">Competent to work independently</p> <p style="text-align: center;">Able to communicate effectively verbally and in writing</p>	
Special Requirements	<p style="text-align: center;">A flexible approach to working hours, the post holder is required to work alternate Saturdays</p> <p style="text-align: center;">This role will require the post holder to move, handle and lift as part of their daily job activities</p>	