



LISKEARD COUNCIL
WORKING FOR YOU

LISKEARD TOWN COUNCIL

J O B D E S C R I P T I O N

Job Title: Tourist Information Centre (TIC)
Assistant Manager

Directly Responsible to: TIC Manager

Hours: Part-time: 18.75 per week

Grade: NJC SCP 8
£10.34 per hour
(£19,945 per annum pro rata)

Important Functional Relationships

- (a) Within the Town Council Members of the Council
Other employees of the Town Council
Museum volunteers
- (b) Outside the Town Council Members of the general public
Local accommodation providers
External stakeholders

Main purpose of the job

To assist the TIC Manager in all aspects of the day to day running of the Tourist Information Centre. Proactively providing information on the local area, and promoting Liskeard and local events.

Main responsibilities and duties

- (a) To assist with the efficient running of the Tourist 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
- (b) To promote tourism in the area, and support local tourism operators and initiatives, working with other businesses and services to promote the town as a destination for leisure and shopping.
- (c) To provide information on the local area. To be familiar with attractions, locations and events in the area and able to make suggestions of things to do when requested. To proactively find information and keep up to date.

- (d) To give directions within the local area in a manner appropriate to the individual customer.
- (e) To keep the websites up to date using Wordpress. To be proficient and proactive in operating the TIC/Council social media accounts, such as Facebook and Twitter.
- (f) 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.
- (g) 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
- (h) To welcome visitors to the museum and record visitor numbers, to be familiar with museum procedures, and keep up to date with all exhibitions. To maintain a good working relationship with the museum team and liaise with them on aspects of joint interest or need.
- (i) 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.
- (j) This is a job share position, and you will be operating the office alone for most of your working hours.
- (k) To ensure accurate recording systems are maintained for visitor numbers, accommodation bookings, tickets, gift sales and other office systems. 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.
- (l) To maintain records for the Council as required including in respect of staff sickness, holidays, time-off-in-lieu and training, data protection, freedom of information and complaints.
- (m) To undertake such other duties appropriate to the grade and character of work as may reasonably be required by the Council. Significant permanent changes in duties will require agreed revisions to this job description.
- (n) To be responsible for the safety and security of the building and its visitors. To act as a first aider.
- (o) Report all defects and cleaning needs to the Facilities Manager where necessary.

NOTES

- (i) To undertake such training as shall be directed by the TIC Manager or RFO & Deputy Town Clerk and to commit to undertaking a programme of continuous professional development relevant to the responsibilities of the post.

- (ii) To comply with all appropriate legislation, such as health and safety, data protection, etc.
- (iii) To attend and participate in all relevant internal and external meetings in connection with the responsibilities of the post.
- (iv) To ensure that the Council's various policies, procedures, financial regulations and standing orders are adhered to in carrying out all tasks and duties including adherence to the Council's Code of Practice relating to confidentiality.

August 2019