

Liskeard Town Council
Tourist Information Centre Assistant Manager – Person Specification

<u>Attribute</u>	<u>Essential</u>	<u>Desirable</u>	<u>How Identified</u>
Qualifications & Experience	A good standard of Maths and Literacy Experience of working in a customer facing role	Qualification in Tourism Retail experience Current First Aid at Work training	Application form Certificates Interview
Knowledge & Expertise	Awareness of local transport and other public services and facilities Ability to use own initiative to maintain an events guide Knowledge of S E Cornwall & Liskeard in particular	Knowledge of local government services Previous work within the tourism industry	Application form Interview
Skills	Excellent interpersonal skills Excellent IT skills, able to use spreadsheets, word processing programs, email and the internet. Able to create attractive display materials using appropriate software	Able to speak a foreign language Experience in using social media for marketing purposes Previous use of Wordpress or similar software used for updating websites	Application form Certificates Interview
Personal Attributes	To be customer focused and have a friendly welcoming personality Able to communicate effectively verbally and in writing Self-motivated, enthusiastic and positive 'can do' attitude Team player with ability to work on own initiative/independently (this is a job share position) Discrete and trustworthy		Application form Interview References
Special Requirements	A flexible approach to working hours, the post holder is required to work alternate Saturdays Lone working This role will require the post holder to move, handle and lift as part of their daily job activities		