

## **WESTON-SUPER-MARE TOWN COUNCIL**

### **PERSON SPECIFICATION**

**Post Title:** Visitor Information Assistant (Casual)

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

- Good customer services, interpersonal, communication & IT skills.

#### **Skills and Knowledge and Attributes**

- Good interpersonal and communication and customer services skills.
- Experience of working in a public facing sales and customer service environment.
- Deals 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 and booking systems.
- To be able to quickly understand our products and services and the commercial market in which they operate.
- Able to demonstrate good written and verbal skills.
- Ability to work on own initiative as well as operating as part of a team.
- Ability to prioritise tasks within competing work demands and to meet deadlines and targets.
- Ability to work under pressure and problem solve.
- 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**

- To be well presented and possess enthusiasm, a 'can-do' attitude and willingness to progress in the role.

#### **Other Factors**

- Willingness to work various shifts including weekends, bank holidays and evenings, increasing in the summer season as required.
- Posses a good general knowledge of the Weston-super-Mare area.

- This post requires a 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.