

WESTON-SUPER-MARE TOWN COUNCIL

PERSON SPECIFICATION

Post Title: Visitor Information Centre Supervisor

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

- Excellent customer services skills.
- Excellent interpersonal skills and supervisory experience.

Skills and Knowledge and Attributes

The following are highly desirable:

- Experience of working in a public facing sales/customer service environment, preferably in the tourism/hospitality industry.
- Able to demonstrate good verbal and communication skills.
- Ability to deal calmly, confidently and positively with people at all levels, both face to face over the telephone and via email.
- Ability to supervise the day to day operation of the Visitor Information Centre, work on own initiative and operate well as part of a small team.
- Ability to use IT, including Microsoft Office systems, email, internet software and booking systems
- Ability to prioritise tasks within competing work demands and to meet deadlines and targets.
- Ability to work under pressure and problem solve.
- Able to quickly understand our products and services and the commercial market in which they operate.
- Flexible and adaptable to changing business needs.
- Possess a good general knowledge of the Weston-super-Mare area.

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 (Essential)

- Willingness to work 4/5 shifts per week including weekends, bank holidays and evenings, increasing in the summer season as required.
- This post requires an Enhanced DBS Check to be completed.

Equal Opportunities (Essential)

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:

- Previous management experience, including rota setting and performance achievement.
- Sales experience.
- Working knowledge of booking systems and online services.