

WESTON-SUPER-MARE TOWN COUNCIL

PERSON SPECIFICATION

Post Title: Casual Staff (Visitor Information)

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

Excellent customer services, communication, interpersonal and IT skills.

Skills and Knowledge and Attributes:

The following are highly desirable:

- Experience of working in a public facing sales and customer service environment.
- Ability to deal calmly, confidently and positively with people at all levels, including face-to-face, over the telephone and via email.
- Demonstrates good verbal communication skills.
- Ability to use IT, including Microsoft Office systems, email, internet, other software systems.
- Able to understand our products and services and the commercial market in which they operate.
- Ability to work under own initiative, as well as operating as part of a team.
- Ability to prioritise tasks, meeting deadlines and targets.
- Flexible and adaptable to changing business needs
- Ability to undertake tasks as directed within competing work demands

Education and Qualifications:

- NVQ Level 2 or equivalent in relevant subject
- GCSE A – C grade or equivalent in Maths and English

Personal Attributes:

- Well presented, approachable disposition, enthusiasm, and a 'can-do' attitude.
- Willingness to progress in the role.

Other Factors:

- Willingness to work various shifts including weekends, bank holidays and occasional evenings, increasing in the summer season as required e.g. Weston Air Days, Armed Forces, Carnival and Partnership events.
- Supporting the team by promoting our service offer within the town
- The role requires contact with children, young people, vulnerable adults and volunteers.
- A good general knowledge of the Weston-super-Mare area.
- This post requires an 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.
- Full, clean driving license (issued prior to 19/01/13) **OR** Category A1 Motorbike Licence and be aged 21 or over.