

Job description

Job title: Tourism Assistant
Grade: Dorset Council Grade 4
Job evaluation reference: IC701
Job family: Information and Culture

Purpose and impact

1. To assist with the day to day running of the Tourist Information Centre.

Key responsibilities

2. To assist with the day to day operations of the Tourist information Centre including retail; stock control for resale; secure handling, control and banking of collected cash; ticket agency and booking services
3. To be responsible for attending to all types of enquiries
4. Maintaining and updating information systems, paper and electronic, including the DMS and visitor sign network
5. Collation of accurate statistics as required
6. To provide an effective and friendly service; maintaining good working relationships

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

7. Reporting to: Tourist Information Centre Manager
8. Responsibility for: N/A

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria: you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. GCSEs (or equivalent) to include Mathematics and English at Grade C or above or demonstrable experience in a similar environment	Application form
Experience	
2. Working in a team environment in a customer service role	Application form
3. Serving a high volume of customers effectively in person and by telephone	Application form
4. Using computer systems in a work context and the use of websites and other digital media to provide services to customers	Application form
Knowledge	
5. Local Knowledge	Application form Interview Assessment
6. Knowledge or experience of the tourism industry	Application form Interview Assessment
Skills and abilities	
7. Competence in computer systems, including Microsoft Office, web applications and social media and a commitment to develop and maintain digital skills and awareness of new technology	Interview Assessment
8. Excellent communication skills using a variety of customer access channels	Interview Assessment
9. Organisational skills and ability to prioritise own workload with minimal supervision	Interview Assessment
10. Ability to work as part of a team, showing willingness to assist others with a commitment to meeting the objectives of a team	Interview Assessment
11. Confident when dealing with customers and enthusiastic with good interpersonal skills	Interview Assessment
12. Customer focussed approach displaying tact, diplomacy and the ability to influence customer behaviour	Interview Assessment
Our values	
13. Respect	Interview Assessment



14. Together	Interview Assessment
15. Accountability	Interview Assessment
16. Openness	Interview Assessment
17. Curiosity	Interview Assessment

Approval

Manager's job title:

Date: 11/04/2019

