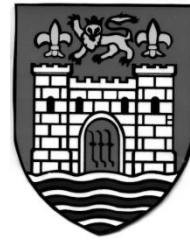


**Job Description
Tourist Information Assistant
Bridport Town Council**



Job Title	Tourism Information Assistant
Reporting to	Tourist Information Centre Manager
Responsibility for/Supervises	N/A

Job Purpose
The Tourist Information Assistant will be part of a team at Bridport Tourist Information centre, providing excellent customer service to visitors and local residents, and assisting the team in providing an effective service to support local tourism.

Key Responsibilities
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; box office ticket facilities, room booking services, website data entry, social media, and sourcing and producing information and displays.
1. To be responsible for attending to all types of enquiries from the general public. In person, telephone and email.
2. Maintaining and updating information systems both on paper and electronic, including the town website and social media.
3. Collation of accurate statistics as required.
4. To provide an effective and friendly service, maintaining good working relationships.
5. The duties and responsibilities of the post are not restrictive, and the post holder may be required to undertake other duties from time to time. Any such duties should not however, substantially change the general character of the post.

Salary Scale: £19,698 - £20,903 **pro rata** Starting rate £10.24 per hour.
Salary is paid in 12 equal payments.
Additional hours claimed in arrears via time sheet.

April – October
Saturday 0845 -1715
November – March
Saturday 0945 -1515

The post holder will be required to work additional hours (by arrangement), to cover when other TIC staff are attending meetings, are on holiday or sick leave.

Person Specification

Category	Criteria	Essential	Desirable	How Assessed
Education, Qualifications & Training	3 'O' levels/GCSEs (or equivalent) to include Mathematics and English at Grade C or above or demonstrable experience in a similar environment	X		Application form / certificates
	Customer Service Training		X	
Experience	Working in a small, busy team	X		Application form / Supporting documentation / interview
	Serving a high volume of customers effectively in person and by telephone	X		
	Using computer systems in a work context	X		
	Retail operations		X	
	Tourism		X	
Skills, Abilities & Knowledge	Excellent Local Knowledge	X		Application form / Supporting documentation / interview
	Competent in Microsoft Office	X		
	Excellent communication skills	X		
	An understanding of the context of local government		X	
Personal attributes	Confident, enthusiastic with good interpersonal skills.	X		Interview process / references
	Flexible	X		