

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



Job Title	Tourism Information Assistant Maternity Cover
Reporting to	Tourism, Markets & Events 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 residents, and assisting the team in providing an effective service to support local tourism.

Key Responsibilities
1. 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.
2. To be responsible for attending to all types of enquiries from the general public. In person, telephone, and email.
3. Maintaining and updating information systems both on paper and electronic, including the town website and social media.
4. Collation of accurate statistics as required.
5. To provide an effective and friendly service, maintaining good working relationships.
6. 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.
7. This post will primarily be responsible for the retail area and online shop.

Salary Scale: £
Salary is paid in 12 equal payments.
Additional hours claimed in arrears via time sheet.

Normal hours of work:

April – October 08:45 – 17:15

Week 1: Monday, Wednesday & Saturday

Week 2: Monday, Wednesday & Friday

November – March 09:45 – 15:15

Week 1: Monday, Wednesday, Saturday

Week 2; Monday, Wednesday, Thursday

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. This is essential.

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 equivalent experience in a similar environment Customer Service Training	X	X	Application form / certificates
Experience	Working in a small, busy team Serving a high volume of customers effectively in person and by telephone Using computer systems in a work context Retail operations Tourism	X X X X	X	Application form / Supporting documentation / interview
Skills, Abilities & Knowledge	Excellent Local Knowledge Competent in Microsoft Office Excellent communication skills An understanding of the context of local government	X X X	X	Application form / Supporting documentation / interview
Personal attributes	Confident, enthusiastic with good interpersonal skills. Flexible	X X		Interview process / references