



Person Specification: Visitor Information Officer (Saturdays)

The Visitor Information Officer is responsible to the Visitor Information Officer (Monday to Friday)

Key Tasks and Responsibilities

To ensure the smooth, efficient and effective running of the day to day Front of House, tourist information and trading operation at the Museum, maintaining the highest standard of presentation, customer service and safety at all times. You will be expected to have good computer skills together with an enthusiasm for tourism, Tiverton and the local area.

Including:

- Duty management of all front of house facilities and activities:
- To act as key holder and Duty Officer as required.

Key Responsibilities

1. Tourist Information, museum reception and shop

- 1.1 Offering a courteous, integrated customer friendly and efficient information service to the general public by letter, email, telephone and personal callers.
- 1.2 Managing internet information services. Taking bookings for coach and bus companies, and selling tickets for events and visitor attractions. Maintaining a register of local accommodation providers.
- 1.3 Promoting Tiverton as a visitor destination.
- 1.4 Ensuring information offered is up-to-date and well-organised and Front of House area (including office and storage areas) is tidy. Maintaining a good personal knowledge of Tiverton and Mid Devon area.
- 1.5 Responsible for increasing sales of gifts, publications, tickets and other items to agreed targets, including selecting and monitoring appropriate shop stock, according to agreed guidelines, liaising with suppliers, merchandising and point of sale.
- 1.6 Implementing procedures for dealing with research enquiries, identifications, curatorial enquiries etc.

2. Staff

- 2.1 Supervision and training of front of house volunteers as agreed with the Visitor Information Officer (Monday to Friday) and Director.

3. Finance and Administration

- 3.1 Maintenance of all financial records as required, responsibility for reconciliation and safe keeping of all monies.
- 3.2 Stock Control for shop.
- 3.3 Maintaining accurate visitor number and enquiry records, including data entry.

4. General

- 4.1 Maintaining regular contact with the Visitor Information Officer (Monday to Friday).
- 4.2 Awareness and compliance with all Health & Safety Regulations.
- 4.3 Involvement in regular risk assessments
- 4.4 Monitoring the ongoing safety and security of the building, including carrying out fire alarm tests etc as required & reporting any problems to the Director.
- 4.5 Attending training as required.
- 4.6 Undertake any other reasonable duties as directed by the Visitor Information Officer (Monday to Friday) and the Director.

CONTACTS

Staff & volunteers

General Public

Trade Sales Representatives

Hired Contractors and their staff

Experience and criteria

	Essential	Desirable
Work Experience	Experience of dealing with the public	Experience of supplying good customer service or providing information to the public
	Previous experience of working in retail, including cash and credit card handling	Experience of working with volunteers.
Qualifications	Educated to GCSE standard at Grade C or above, including English or Maths or be able to demonstrate an equivalent relevant qualification.	
Knowledge/skills	Good knowledge of the local area	
	Proven interest in museums, local history and tourism	
	Excellent IT skills, with confidence in Microsoft Office including spreadsheets	
	Excellent customer service skills	
	Excellent level of numeracy	
	Excellent verbal and written communication skills	
	Organisational skills and a practical hands-on approach	
Other job related requirements	Enthusiasm for working with volunteers	
	Energy and enthusiasm for developing the tourist information services and retail.	
	Ability to carry out the duties of the post with reasonable adjustments where necessary	
	Availability for Bank Holiday working	
	To work in a non-discriminatory way within an equal opportunities framework.	

Salary: £1,872 pro rata based on £7.20 per hour, 5.5 hours per week (Monday to Friday) in summer months and 4.5 hours per week in winter months (please see hours of work below). *Extra hours may be available to cover holiday and sick leave of the weekday post holder.*

Location: Based at Tiverton Museum of Mid Devon Life.

Hours of work:

Winter months:

4.5 hours per week October to March, 10:00-3:00 Saturday excluding daily half hour lunch time.

Summer months:

5.5 hours per week April to September, 9:30-3:30 Saturday excluding daily half hour lunch time.

Contract: The contract is offered fixed term of 6 months.

Probationary period: The appointment will be subject to a probationary period of 1 month.

Leave: 5.6 days (28 hours) including statutory Bank Holidays. The museum is closed in the period between Christmas and New Year with extra days leave to accommodate this.

Notice period: Following successful completion of the probationary period, this post will be subject to a notice period of one calendar month.

CRB disclosure: This post may require a criminal background (DBS) check via the disclosure procedure.