



Ringwood Town Council

Job Description

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| Job Title: | Visitor Information Assistant |
| Responsible to: | Visitor Information Manager |
| Salary: | SCP5 - £10.22 per hour (pay award from 1 st April 2022 pending) |
| Location: | Ringwood Gateway |
| Post No: | TC16 |
| Period of Appointment: | Fixed Term - 16 th April 2022 to 17 th September 2022 |
| Hours of Work: | 6 hours a week (plus some additional hours for training) Saturdays and Bank Holiday Mondays (18 th April and 29 th August) 9.45am to 4.15pm with 30 minutes lunch break |

Main Purpose

To provide visitor information about Ringwood and the surrounding area to members of the public in response to direct enquiries in person, and to deal efficiently with these enquires.

Main Duties

- 1) Receive and answer queries from members of the public about Ringwood and the surrounding area.
- 2) Promote and sell a range of tourism publications; souvenirs; tickets and parking clocks.
- 3) Receive and account for income from sales in line with the Council's financial procedures.
- 4) Maintain stocks of a wide range of leaflets and publications.
- 5) Maintain an attractive and tidy Centre with relevant information displayed appropriately.
- 6) Keep up to date with accommodation, places to visit, activities and events in the area.
- 7) Undertake the role of either Fire Marshal or First Aider.
- 8) Attend such training courses/events as the Council may reasonably require in connection with the duties of the post.



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Person Specification – Visitor Information Assistant

| CRITERIA | ESSENTIAL | PREFERRED |
|---|--|--|
| Educational Qualifications | Appropriate level of education and experience, which demonstrates literacy and numeracy skills equal to the demands of the role. | English Language and Maths GCSE or equivalent. |
| Knowledge, Qualifications and Experience | Good interest in and geographical knowledge of Ringwood and the surrounding area. | Qualified First Aider. |
| IT skills | Ability to use the internet to research information. | |
| Practical demands of the role | Available to work all dates that the VIC is open between Easter and mid-September. | |
| Personal Qualities | <p>Excellent communication skills with the ability to deal effectively with enquiries in a polite and friendly manner.</p> <p>Ability to work as part of a team, to be flexible and supportive of team members.</p> <p>Conscientious and confident manner.</p> | |
| Personal Style and Behaviour | <p>Team worker.</p> <p>A caring and understanding manner.</p> <p>Mature and diplomatic attitude and calm under pressure.</p> | |