



Tetbury
Town Council

Visit**Tetbury**

Visitor Information Centre Assistant

Job description

Local Government Pay Scale SCP 11 - £9.39 per hour
(Part time seasonal position - 8.5 and 12.5 hours per week)

About us...

The Tetbury Visitor Information Centre (VIC) provides information to visitors about the local area. As one of our three VIC Assistants, you will give information to visitors and the community on transport, tourist attractions and local services and activities.

The VIC is run by Tetbury Town Council and receives a supporting grant from Cotswold District Council to meet the needs of visitors and the local community.

A typical working day will include...

- answering customer queries in person, by phone and email
- giving information, using computer systems, leaflets, timetables and guidebooks
- making bookings, for example coach travel, events, and accommodation
- setting up and continuous restocking of displays within the centre, and keeping the place tidy
- keeping up to date with local accommodation, places to visit, activities and events
- promotion of events, activities and places to visit on social media platforms – Twitter, Facebook and Instagram
- re-stocking tourist information literature
- selling goods like guidebooks, postcards and stamps, gifts and souvenirs
- cash handling and till reconciliation

The successful candidate has...

- to be comfortable working alone
- a pleasant, friendly manner
- excellent customer service skills
- listening and questioning skills, face to face, online and on the telephone
- the ability to work calmly and efficiently under pressure
- a good general knowledge of the local area and its attractions and facilities
- a smart appearance
- enthusiasm for constantly updating your knowledge and skills
- the ability to share your love of Tetbury to ensure visitors make the most of their visit
- IT skills – Microsoft Word and Excel

Working hours...

The post is for a variable hour contract that consists of 12 ½ hours per week in the main tourist season (1st April to 31st October) and 8 ½ hours per week at other times. Normally these hours will be worked on Tuesdays and Fridays, but shifts can be swapped to accommodate Annual Leave etc. It will also be necessary to help cover other Assistants annual leave and sickness when needed.

The successful candidate will be initially required to work extra days until trained.

We offer...

The hourly rate of pay is £9.39 per hour. The post will be subject to the standard Local Government Terms and Conditions.

How to apply...

Send your CV and covering letter along with an answer to one of the following scenarios:

- A family with young children are staying in a holiday cottage in Tetbury for the week. What would you suggest they see and do to make best use of their time?
- An older group has arrived in Tetbury for the afternoon. What would you suggest they see and do to make best use of their time?
- A young couple are looking for something fun, energetic or relaxing to do within a 20 mile radius of Tetbury. What would you suggest they see and do to make best use of their time?
- A family would like to visit some other towns and villages in the Cotswolds but do not have their own transport (so will need to use public transport). Where would you suggest they go?

If you would like an informal chat and to arrange a visit to the VIC please call our Community & Tourism Development Manager Georgina Osman on 01666 504670 or ctdmanager@tetbury.gov.uk

You may apply by email or by post to, please mark your application for the attention of Georgina Osman.

Tetbury Town Council, The Old Courthouse, 63 Long Street, Tetbury, Glos, GL8 8AA.
ctdmanager@tetbury.gov.uk

The closing date for applications is Wednesday 18th September 2019

Interview date week commencing 23rd September 2019