

Kent County Council

Job Description: *Visitor Services Assistant*

Directorate:	Growth, Environment and Transport
Unit/Section:	Country Parks
Grade:	KSB
Responsible to:	Visitor Services Manager

Purpose of the Job:

To provide a front of house service for the reception area of the Visitor Centre. To be part of the team running the shop and cafe, and to provide a "warm welcome" to all visitors. To provide an efficient and helpful service to the public.

Main duties and responsibilities:

- To man the reception desk providing a public interface, friendly welcome and present a pleasant and helpful manner to the general public at all times. This will include answering queries about the park and its visitor centre, all Kent Country Parks, and the local surroundings both in person and by telephone.
- To provide a basic First Aid point for visitors
- To answer telephone queries; take and relay messages for all site staff.
- To manage issuing of daily parking permits for the site as well as respond to queries over parking arrangements
- To report and log any defects with the equipment associated with the role
- To pass on any comments, reports or complaints made by the public to the Visitor Services Manager in a timely manner.
- To ensure Notice boards, leaflet racks and other points of reference are up to date with relevant current information, both internally and externally.
- To assist with cleanliness of washrooms, emptying bins, clearing tables and any other general cleaning duties that may be required
- To operate the shop till correctly and report any discrepancies.
- To assist with stock takes at regular intervals
- Restock drinks fridge and ice-cream fridge as required.
- To adhere to the shop retail policy at all times.
- To comply with standard employee Health & Safety at Work responsibilities, and with the Council's Equal Opportunities policy
- To carry out other associated duties as may be assigned by the Visitor Services Manager or other senior member of the Visitor Services team
- To undertake such other appropriate duties as may be required by or on behalf of the Head of Department, including contributing to wider service-related issue through attending meetings, workshops etc. The work will involve some weekend or Bank Holiday working either on a rota or ad hoc basis as directed.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Visitor Services Assistant*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none">• Educated to GCSE level with an NVQ or equivalent in a relevant discipline
EXPERIENCE	<ul style="list-style-type: none">• Previous customer service and/or catering experience.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Numerate - able to handle and count cash and experience of till operation• Flexible - willing to switch between roles, and cover additional hours as required.• Ability to work in a team and on own initiative. Willing to muck in and help out, from cleaning through to greeting VIPs.• Good communicator - able to answer basic enquiries from the public (with training/ knowledge provided) or find someone who can.• Reliable, punctual and trustworthy with cash and other valuables.• Friendly and cheerful disposition, with an ability to get on well with all people.• Enthusiastic about the Country Park and happy to help others enjoy it.• Willingness to undertake any relevant training.
KNOWLEDGE	<ul style="list-style-type: none">• Cash handling• Understanding of retail & catering in a faced paced environment
PERSONAL ATTRIBUTES	<ul style="list-style-type: none">• Friendly and cheerful disposition, with an ability to get on well with all people.• Can do attitude - willing to go the extra mile for customers and colleagues.• Team player - willing to work together to get things done Willingness to undertake any relevant training.

**KENT VALUES
AND CULTURAL
ATTRIBUTES**

Kent Values:

- We are **brave**. We do the right thing, we accept and offer challenge
- We are **curious** to innovate and improve
- We are **compassionate**, understanding and respectful to all
- We are **strong together** by sharing knowledge
- We are all **responsible** for the difference we make

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making