

Kent County Council

Job Description: *Visitor Services and Events Assistant*

Directorate:	Growth, Environment and Transport
Unit/Section:	Kent Country Parks
Grade:	KR4
Responsible to:	Visitor Experience Manager

Purpose of the Job:

To be part of a team providing a front-line service for the reception and shop area of the Visitor Centre so that visitors receive a warm and professional welcome, an efficient and helpful response to their needs and a retail experience in line with the Country Park setting.

Main duties and responsibilities:

- Manage the reception/information desk providing a public interface, friendly welcome and present a pleasant and helpful manner to the general public at all times. This will include providing excellent customer service, answering queries about the park, its visitor centre and the local surroundings as well as all Kent Country Parks. This may be in person, by telephone or in writing. Recognise where more specialist advice to answer questions is needed and ensure messages or queries are passed on to the relevant duty manager. Where required provide basic administrative support to the Visitor Services and Events Officer or Manager such as filing, completing mailshots or information posters for customers.
- Provide a basic First Aid point for visitors experiencing problems and to provide a calm and efficient initial response to issues, escalating as needed to other staff. Respond to queries over parking arrangements for the site and to facilitate the provision of both daily and annual permits for sale ensuring that all administrative processes are followed completely, accurately and in a timely manner.
- Support the delivery of an annual events programme ensuring customer experience is paramount and facilitate sales of tickets both in advance and on the day ensuring customers receive all necessary information and that administrative processes are followed completed, accurately and in a timely manner.
- Provide a first class, professional venue hire, birthday party and team building welcome service for all customers ensuring that their needs are understood and delivered on the day and that any support they require is provided or requested in a timely manner. Ensure all hirers of the venue are aware of any unusual Health and Safety arrangements for the day such as planned fire alarm tests.

- Provide induction training sessions for new users of the Tramper mobility scooters ensuring that they meet the required standard prior to using the vehicles. Carry out routine pre and post hire inspections of the vehicles logging any maintenance requirements. Complete and maintain all required administration to register new users and manage ongoing hire of the vehicle in line with agreed procedures. Ensure that up to date information and security is obtained for all hire of the vehicle in line with required policy.
- Report defects with equipment or building maintenance issues to the relevant parties in a timely manner ensuring that Health and Safety requirements are maintained. Manage the signing in and out of visitors and contractors to the site in order to satisfy emergency procedures. Version 1-April 2019
- Manage the stock for the site gift shop, including utilising the electronic stock system to record deliveries of stock noting any discrepancies. Under direction from the duty manager take responsibility for the imaginative display of new stock taking in to account seasonal themes and arrangements. Ensure that all stock for sale is clearly priced and that the gift shop is clean and tidy at all times. Be aware of and adhere to the Country Parks' retail policy.
- Work closely with other staff in your area to ensure a consistent approach to customer experience is delivered. This will include routinely sharing information, customer comments and feedback with colleagues and management in order that customer experiences can be logged and improved where possible and that all staff have the most accurate and up to date information to hand at all times. As directed use social media and other marketing tools to provide information to customers.
- Be responsible for the accurate accounting of all income generated through sales at the gift shop including setting up and cashing up the till on a daily basis, taking accurate credit card and cash sales and reporting any issues or discrepancies.
- Ensure that all visitor information enhances the visitor experience and is always accurate and complete. This will include updating information on internal and external noticeboards and being aware of any verbal or written instructions to ensure that all information provided to customers is up-to-date and accurate.
- 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 and Events 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	<p>Educated to GCSE Level with an NVQ Level 2 or equivalent in a relevant discipline</p> <p>Holds, or is willing to train for, first aid certification</p>
EXPERIENCE	<p>Previous experience in a front facing customer service role, in a leisure or retail setting.</p> <p>Experience of till operation or cash handling in a commercial environment</p>
SKILLS AND ABILITIES	<p>Numerate, with the ability to handle cash accurately and account for cash and credit card sales.</p> <p>Excellent customer service skills and proven delivery of these in a public setting.</p> <p>Excellent communication skills, both verbal and written, with the ability to respond to customer queries or find someone who can.</p> <p>Excellent "people" skills with the ability to converse with and enthuse people from a wide variety of backgrounds.</p> <p>Organised and methodical and able to manage numerous competing demands and activities at once.</p> <p>Reliable, punctual and trustworthy with cash and other valuables. Enthusiastic and interested about the Country Park and happy to help others enjoy it.</p> <p>Willingness to undertake any relevant training.</p>
KNOWLEDGE	<p>Awareness of environmental, countryside, outdoor education, leisure and recreational issues and how these might apply to customer service, retail or catering within the Country Park.</p>
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none">• 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