

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Visitor Services Assistant	JEID	MO663
Salary Grade:	Scale D		
Team:	Country Parks		
Service Area:	Green Spaces, Waste & Environment		
Primary Location:	Ryton Pools Country Park OR Kingsbury Water Park		
Political Restriction	This position is not politically restricted.		
Responsible to:	Senior Ranger		
Responsible for:	N/A		

Role Purpose

To enhance and promote visitor enjoyment and understanding of the County Council's countryside recreation sites.

To provide a frontline service to customers through excellent customer service provision and support the smooth running of the Visitor Centre.

Role Responsibilities

- To provide a high-profile point of contact for visitors by giving information, advice and assistance, both in person and on the telephone.
- Ensure and maintain a welcoming, inclusive environment for visitors, staff and volunteers
- To manage and promote the sale of souvenirs, leaflets and permits, using the till and card payment systems
- To restock the shelves with shop items and keep the Visitor Centre clean and tidy.
- To answer the telephone; answer queries; take bookings; give information and direct calls as necessary.
- Update IT databases for car park permits; Warwickshire County Council events; stock control and cashing up procedures.
- To undertake various administration tasks as required.
- To be responsible for security of data and cash, maintaining high levels of accuracy
- To work on the rota system that applies and includes working weekends, school holidays and Bank Holidays, with the exception of Christmas Day when the Parks are closed.
- To adhere to all health and safety procedures as required
- To respond proactively to complaints, listening positively and taking actions to resolve matters immediately whenever possible
- Assist in the delivery of events and hospitality as required.
- To be proactive in the promotion and sale of events and activities to visitors.
- 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
- Provide induction training, when required, for new users of the mobility scooters. Carry out routine pre and post hire inspections of the vehicles, logging any maintenance 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 vehicles 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.
- Work closely with other staff 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.
- To undertake any other reasonable duties as required.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Customer service experience	A, I
To be able to communicate, in person and/or in writing a variety of information to a range of people in a front-line service	A, I
Experience of accurate cash handling	A, I
Able to evaluate the best course of action when faced with a problem, or a number of options	A, I
Experience of working within a team; on own initiative and lone working	A, I
Able to work weekends and Bank Holidays and cover extra shifts as required	A, I
Experience of handling and processing manual and computerised information	A, I
Good literacy and numeracy skills	A, I
IT Skills – experience of using Email; Word and databases	A, I
The ability to work under pressure including meeting deadlines and dealing with interruptions and prioritising work	A, I
Experience of managing confidential information	A, I

Desirable Criteria

Assessed By:

Ability to cope in difficult and demanding situations	A, I
Good knowledge of MS Office, Word, Email and databases	A, I
Ability to undertake manual handling	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore

not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.	
<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> X Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> X Rotating shift work	<input type="checkbox"/> X Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> X Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	