

WELLS CITY COUNCIL

Job Description	Casual Tourist Information Assistant
Designation:	Tourist Information
Grade:	£14.20 per hour
Hours:	Varying – Up to 37 hours per week on a casual contract basis
Location:	Wells Town Hall or another Council building as required
Job Purpose:	Support in the provision of information to visitors and tourists of the City.
Line Manager:	Tourist Information Manager
Responsible for:	No supervisory responsibilities
Key duties:	<ul style="list-style-type: none">• To deliver the provision of information and advice to Tourists and Visitors of the city to increase economic vibrance and grow interest within the City.• To be proactive in the application of service improvements or recommendations.• To be aware of health and safety issues and any other current legislation, and implement regulations• To deal with the general public in a courteous and sympathetic manner• To undertake any necessary training.
Skills Knowledge and Experience:	<ul style="list-style-type: none">• Ability to manage own time and workload• Effective verbal communication skills• Ability to respect and retain confidence• Knowledge of the City and its attractions and opportunities
Complexity & Creativity:	<ul style="list-style-type: none">• To assist in identifying and fixing/resolving any issues or questions presented.• Ability to respond politely to enquiries and report to the TIC manager
Judgment and decisions:	<ul style="list-style-type: none">• Be able to act on own initiative to resolve day to day issues in the set up and pack down the TIC function

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Contacts:

Town Clerk

TIC Manager

Volunteers and Partners

Members of the public

Town Hall Staff

General:

Any other duties as so determined by the Town Clerk or nominated senior officer.