

# Job Description and Person Specification



## Job Description

<b>Job Title</b>	Visitor Experience Information and activities assistant (casual)
<b>Grade</b>	Grade 3 Casual
<b>Service</b>	Streetpride & Greenspace
<b>Reports to</b>	Visitor Experience Officer / Manager
<b>Location</b>	Coombe Abbey Park
<b>Job Evaluation Code</b>	A5728



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

Under the direction of the Visitor Experience officer assist in the provision of an effective and efficient information, activity, and administrative service. Including general reception duties and providing a quality service to the public.

## Main Duties & Key Accountabilities

### Core Knowledge

#### 1. Information point duties such as:

- Greeting customers providing a welcoming point of contact.
- Monitoring the car park system including intercoms, processing data on the car park system and reporting faults to the Visitor experience officer or Duty manager as appropriate.
- Being responsible for processing cash and card payments.
- Answering queries from customers and dealing with customer complaints, by email, face to face, over the phone. Taking messages, redirecting calls or concerns to the appropriate members of the team.
- Reporting discrepancies and problems to the Visitor experience Officer and Duty Managers where required.
- Balancing Cash registers and receipts.
- Dealing with customer refunds.
- Operating the radio system to communicate with site staff as appropriate.
- Dealing with car park enquires and payments
- Monitoring car park system intercoms
- Monitoring of customer comments, complaints, and compliments.

#### 2. Activities team duties such as:

- Assist in the planning, co-ordinating and delivery of an events / activities programme for all groups and abilities for Coombe Abbey Park, War Memorial Park and other sites within the parks service portfolio.
- Assist in the marketing and promotion of the events and activities programme
- Assist in the delivery of activities as appropriate

#### 3. Undertake general clerical duties within the information centre including but not limited to:

- Receiving and distributing post.
  - Photocopying and collating documents.
  - Provisions of effective word processing service.
  - Maintenance and updating of mailing lists.
  - Maintenance and updating the filing system.
  - Maintenance and updating inventories.
  - Maintenance and updating booking systems.
4. Any other duties and responsibilities within the range of the salary grade.

## Key relationships

External	Internal
Warwickshire Wildlife Trust Historic England Visit England Green Flag No Ordinary Hospitality Coombe Abbey Park Limited (Hotel) GoApe Coventry Dare2Dream foundation Coombe Abbey Park Woodturners	Coventry Parks Coventry Events team Coventry Communications Team Coventry Outdoor Education

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

Staff managed by postholder:

N/A

## Person specification

<b>Job Evaluation Code</b>	A5728
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>• Basic knowledge of general clerical and administrative procedures</li> <li>• Basic knowledge of word processing</li> <li>• Awareness of and commitment to the principles of customer care</li> <li>• Appreciation of and commitment to equal opportunities in the workplace and in service delivery</li> </ul>	
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>• Verbal communication skills – dealing with the public, other employees, internal departments, and other organisations face to face, on the telephone, on the radio system and via email communication.</li> <li>• To be helpful dealing with enquiries by listening, seeking clarification, and giving information by telephone.</li> <li>• Written communication skills – make written records of information given so that other people can understand it such as messages.</li> <li>• General office skills, filing, post distribution, photocopying.</li> <li>• Effective numeracy skills, for example, cash handling, using a cash till and reconciliation of receipts.</li> <li>• Ability to work as part of a team and on your own initiative.</li> <li>• Ability to adapt to new systems and a willingness to learn.</li> <li>• Confident, polite, and friendly. Able to help people and the ability to respond to differing needs. For example: people with disabilities, children, and varying cultures.</li> <li>• Skills to plan and assist in delivery.</li> <li>• Able to drive and possess a current driving licence.</li> <li>• Able to think creatively and practicably.</li> <li>• Able to work evenings and weekends.</li> <li>• Able and willing to carry out routine cleaning work of facilities.</li> <li>• Able to develop a good working knowledge of the facilities at Coombe Abbey Park.</li> </ul>	
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• Experience with written and verbal communication with colleagues, internal departments and external organisations and the public.</li> <li>• Experience in customer facing environment.</li> <li>• Working in a busy front of house environment.</li> <li>• Experience in planning events and activities.</li> </ul>	
<b>Qualifications</b>	

- Good level of English and Maths.

**Special Requirements**

- Assistants should be physically fit.
- Willing to work outside for long periods.
- Willing and able to work on bank holidays, weekends and for special events.
- This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

<b>Date Created</b>	November 2022	<b>Date Reviewed</b>	
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