

Job Description and Person Specification



Job Description

Job Title	Visitor Experience Information and Activities Assistant
Grade	3
Service	Streetscene and Greenspace
Reports to	Visitor Experience Officer
Location	Coombe Abbey Park
Job Evaluation Code	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

Purpose of the role / Output

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

Main Duties & Key Accountabilities

Core Knowledge

1. Information Point Duties

- Greeting customers providing a welcoming point of contact.
- Monitoring the car park system including intercoms, processing data on the car park system and reporting of faults to contractor where appropriate.
- Being responsible for processing cash and card payments.
- Answering queries from customers and dealing with customer complaints, by e-mail, 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 with receipts.
- Dealing with customer refunds.
- Operating the radio system to communicate with site staff as appropriate.
- Manages social media content.

2. Activities

- Assist in the planning, co-ordination and delivery of a 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.
- Assist with Friends of Coombe Abbey Park group as appropriate.

Undertake general clerical duties within the office shop and information centre, including but not limited to:

- Receiving, sorting and distribution of post.
- Photocopying and collation of documents.
- Provision of an effective word processing service.
- Maintenance and updating of mailing lists.
- Maintenance and updating of the filing system.
- Maintenance and updating of inventories.
- Maintenance and updating of booking system.

Specifically responsible for:

- Dealing with car parking enquiries and payment
- Monitoring of car park system intercoms and producing statistics in relation to the system.
- Monitoring of all customer comments, complaints and compliments.
- Updating and availability of literature and publicity material.
- Monitoring the Park's media coverage in conjunction with the City Council's Marketing Department.
- Provision of event and activity statistics.
- Administer basic first aid (after training).
- Undertake weekly banking.

5. Any other duties and responsibilities within the range of the salary grade.

Key relationships

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

Job Evaluation Code	
Knowledge	
<ul style="list-style-type: none"> • Basic knowledge of general clerical and administration procedures. • Basic knowledge of word processing. • Awareness of and commitment to the principles of customer care. • Appreciation of and commitment to equal opportunities in the workplace and in service delivery. 	
Skills and Abilities	
<ul style="list-style-type: none"> • Verbal communication skills - dealing with the general public, other employees, internal departments and other organisations face to face, on the telephone, on the radio system and via e-mail communication. • To be helpful dealing with enquiries by listening, seeking clarification, and giving information by telephone. • Written communication skills – make written records of information given so that other people can understand it, such as memos, messages, stock records and incident reports. • General office skills, filing, post distribution, photocopying • Ability to work as part of a team and on your own initiative. • Ability to organise and prioritise own workload and work in accordance with established procedures • Ability to administer (after training) first aid to a basic level. • Ability to adapt to new systems and a willingness to learn. • Confident, polite and friendly. Able to help people and the ability to respond to differing needs eg. People with disabilities, children and varying cultures. • Skills to plan and assist in delivery of activities. • Able to drive and possess a current driving licence • Able to think creatively and practically. • Able to work evenings and weekends. • Able to liaise with community and Friends groups. 	
Experience	
<ul style="list-style-type: none"> • Experience in written and verbal communication with colleagues, internal departments, external organisations and the public. • Experience in a customer facing environment. • Working in a busy front of house environment • Experience in planning event and activities • Experience of preparing displays and interpretation 	

Qualifications
Good level of English and Maths
Special Requirements
<ul style="list-style-type: none"> • Assistants should be physically fit

Date Created	30/11/2022	Date Reviewed	
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