



Coventry City Council

## Job Description

<b>Post:</b>	Senior Visitor Information Assistant	<b>Job Number:</b>	A5831
<b>Service:</b>	Sports, Culture and Destination Service	<b>Post Number:</b>	1037841
<b>Location:</b>	Visitor Information Centres – Coventry Station Square and Pool Meadow Bus Station	<b>Grade:</b>	3

### 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.

### Job Purpose:

To provide visitors with a knowledge insight to the City of Coventry, while providing a high level of Customer Service.

To deputise for visitor information team in absence of the team leader.

### Main Duties and Responsibilities:

- Welcome visitors to the Visitor Information Centre and endeavour to provide and help with the information they require
- Represent and promote the City of Coventry and its offers to all visitors and residents in a positive way
- Ensure that the Visitor Information displays are relevant and kept tidy
- Handle personal, telephone and web based enquires either directly or by referral elsewhere if appropriate
- Support the Visitor Information Team Leaders in researching, acquiring and maintaining up to date information on local amenities, facilities and events
- Be an active part in, and contribute to, communication through the Visitor Information team and wider teams within the service to provide seamless visitor experience
- Handling payments and cashing up at the end of the day
- Produce weekly statistics for the Visitor Information Team Leaders regarding visitor numbers, query types and footfall
- Validate GoCV cards for visitors that have them, assisting those who do not, to obtain one
- Any other duties and responsibilities within the range of the salary grade

## **General Responsibilities**

- To embrace and lead by example on the Council's key values
- Identify and review risks with your Line Manager as part of the organisational risk register
- Contribute to the ongoing review and development of the Council's policies and procedures to support continuous improvement
- Ensure adherence to all organisational policies and procedures
- Ensure your team complies with, and understands, all Health & Safety policies and requirements
- Support and input into the organisational digital strategy as required
- Identify and collaborate with potential key external stakeholders
- Identify fundraising or sponsorship opportunities and highlight these to your Line Manager
- Ensure adherence to the GDPR in respect of all data collected and maintained
- Carry out tasks at a range of sites that are either operated or managed by the organisation, or where services are delivered by the organisation
- Promote Equality and Diversity and ensure full compliance with organisational policy
- Undertake other duties and provide short-term cover where necessary, as specified by your Line Manager, which are appropriate to your qualifications, experience and general level of your position

The post holder must comply with Coventry City Council's health and safety policy and, in particular, is required:

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

## **Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

**Responsible for:** Visitor Information staff in Team Leader's absence.

**Responsible to:** Visitor Information Team Leader

**Date Reviewed:** October 2022

**Updated:** October 2022



Coventry City Council

## Person Specification

<b>Post:</b>	<b>Team Leader Assistant -Visitor Information Centre</b>	<b>Job Number:</b>	
<b>Service:</b>	Sports, Culture and Destination Service	<b>Post Number:</b>	
<b>Location:</b>	Visitor Information Pods – Coventry Station Square and Pool Meadow Bus Station	<b>Grade:</b>	<b>3</b>

Area	Description
<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• Knowledge of the aims and activities of Visitor Information Centres and of their role within the wider tourism sectors</li><li>• Knowledge of partnership working and joint service delivery within the tourism sector</li><li>• Excellent knowledge of visitor attractions and services within Coventry and Warwickshire and the wider West Midlands region</li><li>• Knowledge of local heritage and history</li></ul>
<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Excellent understanding of customer service and working with the public</li><li>• Excellent customer service and communication skills</li><li>• Ability to present information in a format structure to influence and guide customers to a desired outcome</li><li>• Ability to provide a professional customer service, putting customer care into practice and treating all Visitor Information Centre users in a welcoming and courteous way</li><li>• Ability to work constructively within a team to help build team spirit, adapting to a range of roles within the team and respecting and valuing other views, whilst also building relationships with other teams</li><li>• Assist colleagues' learning by sharing knowledge, observing when others may need help and checking understanding</li><li>• Ability to promote the service, including outreach events and to external partners</li><li>• Ability to record and sort information accurately and so that other people can understand it (e.g. completion of forms, using computers)</li><li>• Ability to operate or to be trained in the use of ICT equipment</li><li>• Ability to work independently, resolving customer enquiries and address issues in service delivery without guidance</li></ul>
<b>Experience:</b>	<ul style="list-style-type: none"><li>• Relevant experience that has involved contact with members of public (e.g. customer service environment)</li></ul>
<b>Educational:</b>	N/A
<b>Special Requirements:</b>	<b>To deputise in the absence of the Visitor Information Team Leader</b>

**Date Reviewed:** April 2021

**Updated:** April 2021