

# Job Profile

## Visitor Experience Assistant (Zero Hours Pool)

Grade A

### About the Job

- To support the Visitor Experience Team, incorporating, Gloucester Guildhall, Blackfriars Priory, Tourist Information Centre and Museums Service in delivering a wide range of quality events, bar and catering provision and to ensure a high level of customer service at all times.
- If you have particular skills in events, museums, tourism, education, catering or bar work, there are opportunities to work in one area. However, this broad job description is designed to offer more varied and flexible opportunities. This is one of a number of posts that will work flexibly as a team ensuring that the service is delivered effectively, efficiently and customer focused and with regard to the principles of asset based community development
- This is a Zero Hours post, so there will be no regular shift pattern. The work will be based around individual event requirements.

### This is what we need you to do...

- To work across the Cultural and Trading Services portfolio, supporting the business needs as and when required. This will include evenings and weekends.
  - To assist with event preparation, delivery and venue reset from festivals and events, catering and bar, to weddings, museum exhibitions, educational and family activities.
  - Cash handling, processing card payments, cashing up and associated tasks.
  - Customer service – to provide a polite, efficient and friendly service at all times.
  - To represent Gloucester City Council at all times when on shift. This requires good communications skills, presentation and a polite and professional manner.
  - To adhere to safe working practices at all times and to observe the city councils Health and Safety Policy - being aware of your own personal safety and that of colleagues.
  - Contribute to the delivery of service plans in order to meet the council's corporate plan priorities in accordance with the requirements of the Visitor Services Manager
  - Maintain and develop constructive relationships as part of a collaborative working environment.
  - Engage with stakeholders (internal and external) through effective communication to ensure good performance and continuing service improvement.
  - Demonstrate a commitment to personal and professional development, working with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
  - Consider the financial implications of any activities affecting the use of council funds, seeking best value for money and identifying or recommending more cost-effective options.
  - Take on any other additional duties as reasonably required within Gloucester City Council.
  - Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right the first time
- Special Conditions**
- May be subject to CRB check.
  - Health and Hygiene training may be offered for catering/bar work.

## Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

### The ideal candidate will have...

#### Experience

- Experience of customer service, preferably in a visitor attraction, heritage site or museum, events or catering/bar environment.
- Ability to multi task and stay calm when under pressure.
- Experience of manual handling.
- Experience of basic food preparation and/or bar work.
- Experience of cash handling and basic till procedures.

#### Knowledge, Skills and Understanding

- Excellent customer service standards.
- Ability to follow direction as part of a team, but also work quickly and efficiently using their own initiative.
- Excellent communication skills and be confident in dealing with the public in a professional manner.
- An understanding of and willingness to work unsocial hours and occasionally outdoors.
- Good levels of numeracy.
- Knowledge of Health and Safety compliance requirements.
- Interest in developing product knowledge.
- Able to promote products to meet sales targets.
- The ability to serve alcoholic and non alcoholic drinks in a bar setting and have an awareness of the laws surrounding the service of alcohol.
- Basic IT skills, including Microsoft Office and emails.

#### Behavioural attributes

- **Efficiency and Value For Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 1 of Gloucester City Council's Employee Behaviours Framework

#### Education & Qualifications

##### Essential

- A good level of general education

##### Desirable

- A qualification in one or more areas relevant to the service area.
- A full, clean driving license.
- Hold, or willing to achieve a Level 2 Award in Food Safety.