

CASUAL VISITOR INFORMATION AMBASSADORS (CVIA 22/23)

Rate of Pay: £9.50 per hour

JOB DESCRIPTION

REPORTS TO: Visitor Services Officer

PURPOSE AND FUNCTION OF POST:

To provide visitor information and front office administration services through the Visitor Information Centre and to provide a highly visible, enthusiastic, and friendly information service to visitors to the area.

PRINCIPAL DUTIES AND TASKS PERFORMED

- To provide a welcoming visitor information service to all visitors and entuse visitors to explore more and be a key influencer in encouraging them to extend their stay within the city and surrounding area.
- To meet and greet visitors within the Walled City and be the 'friendly face' of visitor information on the City Walls and anywhere else required by the company.
- To deal with personal, postal, telephone, digital and web enquiries to the Visitor Information Centre.
- To provide visitor, travel, and accommodation information as required.
- To maintain suitable records, statistics and databases on visitor numbers and enquiries.
- To conduct research to provide insights on visitor profiles.
- To liaise with coach drivers to provide insights on visiting coach passengers/operators.
- To assist with cruise visits, publicity and promotions, receptions, press conferences, trade shows, events and other support activities.
- To collect, sell and distribute tourist literature.
- To liaise with Visit Derry members, cultural venues, attractions, and tourism product providers to promote their product/tourism offering to all visitors.
- To sell a range of gifts and services within the Visitor Information Centre shop and online.
- To reconcile all retail transactions through the Visitor Information Centre and ensure the security of all cash and monies received.
- To undertake general housekeeping tasks, including the monitoring of the public toilets and Visitor Information Centre facilities.
- Any other appropriate duties as shall contribute to the achievement of the purpose and function of this post as identified by the Visitor Services Officer.

QUALIFICATIONS/EXPERIENCE

Possession of 5 GCSE's (Grade A-C) or equivalent to include English Language, one year's relevant work experience including dealing with the public, general office duties, cash handling and computer skills are essential. Experience of using a foreign language is desirable.

HOURS/RATE OF PAY

As this is a casual position there are no guaranteed hours. All positions shall entail weekend, evening, and outdoor work. The rate of pay shall be as detailed above for ALL hours worked.

Completed Application and Equality Monitoring forms must be returned to:

The Visitor Services Officer, Visit Derry, 1-3 Waterloo Place, Derry~Londonderry BT48 6BT (E: recruitment@visitderry.com)

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PERSONNEL SPECIFICATION

Presentation/Disposition:	Project a friendly and professional image of visitor information provision; pleasant disposition; neat and tidy appearance.
Personality:	Enthusiastic, outgoing, confident, helpful, pleasant, and courteous manner, good communication skills.
Intelligence:	Quick on the uptake, ability to use own initiative and work as part of a team, ability to express yourself clearly and concisely
Qualifications:	5 GCSE's (Grade A-C) or equivalent including English Language is essential. Experience of using of a foreign language is desirable.
Experience:	One year's relevant work experience including dealing with the public, general office duties, cash handling, and computer skills are essential. Experience of using a foreign language is desirable.
Circumstances:	<ul style="list-style-type: none">▪ As this is a casual position there are no guaranteed hours▪ Flexible working hours including weekends, evenings and public holidays▪ All staff required to wear a uniform which will be supplied on appointment.
Interests:	A good knowledge of the city and the surrounding area as a tourism destination; interested in meeting and greeting visitors to the city from around the world

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ALL APPLICANTS MUST COMPLETE AND RETURN THE EQUAL OPPORTUNITIES MONITORING QUESTIONNAIRE ALONG WITH THE APPLICATION FORM