

CASUAL VISITOR INFORMATION AMBASSADORS (CVIA D21)

Rate of Pay: £8.91 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 entice 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:

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

Closing Date: 12.00 noon Wednesday 8 December 2021

Due to the current restrictions the interview process for this position will be conducted initially remotely using the appropriate video-calling technology.

Initial Interview (via zoom): week commencing Monday 13 December 2021

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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 general 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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