

## CASUAL VISITOR INFORMATION AMBASSADORS (CVIA 23/24)

Rate of Pay: £10.50 per hour

### JOB DESCRIPTION

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**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](mailto:recruitment@visitderry.com))**

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### **PERSONNEL SPECIFICATION**

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<b>Presentation/Disposition:</b>	Project a friendly and professional image of visitor information provision; pleasant disposition; neat and tidy appearance.
<b>Personality:</b>	Enthusiastic, outgoing, confident, helpful, pleasant, and courteous manner, good communication skills.
<b>Intelligence:</b>	Quick on the uptake, ability to use own initiative and work as part of a team, ability to express yourself clearly and concisely
<b>Qualifications:</b>	5 GCSE's (Grade A-C) or equivalent including English Language is essential. Experience of using of a foreign language is desirable.
<b>Experience:</b>	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.
<b>Circumstances:</b>	<ul style="list-style-type: none"><li>▪ As this is a casual position there are no guaranteed hours</li><li>▪ Flexible working hours including weekends, evenings and public holidays</li><li>▪ All staff required to wear a uniform which will be supplied on appointment.</li></ul>
<b>Interests:</b>	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

**Please return completed Application forms to:**

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

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