

VISITOR INFORMATION ASSISTANT (with Digital Support) (VIADS D21)

PERSONNEL SPECIFICATION

Presentation/Disposition:	Project a friendly and professional image of tourist 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:	A minimum of 5 GCSE's (Grade A-C) or equivalent including English Language and Mathematics are essential. Candidates must also possess at least two 'A' levels or equivalent.
Experience:	Two year's relevant work experience including dealing with the general public, general clerical/receptionist duties, cash handling, and computer skills are essential. The use of a foreign language is desirable.
Working Hours: (Annualised Hours)	<ul style="list-style-type: none">▪ Contracted Hours – 1820 hours per annum▪ You will be required to be available to work over a 7-day week (i.e., Monday-Sunday)▪ Working days/hours will be flexible and will be subject to change according to the needs of the service▪ Flexible working hours including evenings, weekends 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.

Completed Application and Equality Monitoring forms must be returned to:

Chief Executive, 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