

JOB DESCRIPTION



Ribble Valley
Borough Council

www.ribblevalley.gov.uk

JOB TITLE:	Casual Gallery and Visitor Information Centre Assistant
REFERENCE:	COM926
SALARY SCALE:	Living Wage Foundation Real Living Wage £12.60 per hour (18 years+) National Minimum Wage £7.55 per hour (16 and 17 years). Plus 12.07% allowance in lieu of holiday entitlement.
HOURS OF WORK:	-
POST NO:	Casual
SERVICE AREA:	Platform Gallery
RESPONSIBLE TO:	Gallery and Visitor Information Centre Supervisor
RESPONSIBLE FOR:	-
JOB PURPOSE:	To support the Supervisor in providing the Platform Gallery and Visitor Information Centre service.

KEY RESULT AREAS:

- Act as a first point of contact for public enquiries, face to face, email and telephone.
- To be aware of and promote accurate information on local attractions, events, accommodation and the exhibition programme of the Platform Gallery.
- Process sales, customer orders, fishing permits, bookings.
- Assist in the delivery of a high standard of customer care dealing with all public enquiries in a professional, efficient and courteous manner.
- Prioritise workload, ensuring all required administrative duties are carried out, whilst serving and assisting customers, adapt day to day tasks regularly to consider conflicting priorities and needs of customers.
- Follow established procedures with a high attention to detail including cash handling, databases, stock control (stock checks).
- Assist with the installation and dismantling of exhibitions and shop displays.
- Assist with the collation of data to monitor aspects of service performance.
- Assist the operation of retail within the building.

- Assist with the rotation of stock, maintaining quality standards and a relevant price range to maximise income.
- There are no guaranteed hours, however, this post may include cover during school holiday periods and weekends (Saturdays are 9.45-4.15 and Sundays are 10.45-4.15.), as well as weekdays.
- To be responsible for ensuring the data quality of all information related to the duties of the post.
- To adhere to the Council's policies including Equal Opportunities and Health and Safety.
- Such other duties of a similar responsibility level as may be allocated to the post from time to time.

Signed Date

Name (Print)

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE	TO BE IDENTIFIED BY
Qualifications		
Good standard of education.		Application Form
	Tourism related qualification.	Application Form
Experience		
Experience of dealing with the public.		Application Form/ Interview
Cash handling/stock control.		Application Form/ Interview
	Experience of creating displays.	Application Form/ Interview
	Retail experience.	Application Form/ Interview
Skills/Knowledge		
Good IT skills.		Application Form/ Interview
Working knowledge of excel and confident in the use of spreadsheets		Application Form/ Interview
	Knowledge of the local tourism sector.	Application Form/ Interview
	Knowledge of visual arts and crafts.	Application Form/ Interview
Additional		
Good communicator.		Application Form/ Interview
Ability to work unsupervised.		Application Form/ Interview
Excellent organisational skills.		Application Form/ Interview

ESSENTIAL	DESIRABLE	TO BE IDENTIFIED BY
Additional		
Ability to work under pressure.		Interview
	Creativity.	Interview