

Folkestone Town Council

Visitor Services Assistant – Job Description

Responsible to:	Town Clerk
Line Manager:	Curator
Salary Scale:	Grade SCP LC1 7-12
Hours:	7 per week
Post No:	F03
Location:	The Town Hall, 1-2 Guildhall Street, Folkestone
Supplements:	Nil
DBS Check:	Yes

As the most local tier of government, Folkestone Town Council aims to work together with all sectors of the community to promote the social, environmental and economic well-being of the people of Folkestone so that it is an even better place to live, work and visit. Folkestone Town Council's mission is:

“To revitalise our town of Folkestone, restore civic pride and regenerate a community spirit.”

Overall Purpose

Visitor Services staff support the successful running of Folkestone Town Council by being ambassadors for excellent customer service and by assisting in the smooth running of council services.

Job Profile

Key elements of the role include ensuring the safety and security of the Town Hall and Folkestone Museum collections; welcoming visitors and providing a Visitor Information Service; the information desk and museum gift shop and answering general enquiries relating to Council's services.

Previous experience in these areas would be advantageous but is not essential as training will be provided. Candidates must be fully flexible and able to physically assist with meeting room setup. Our Visitor Services staff are required to boost the engagement throughout the Town Hall & Museum and offer our visitors a unique and memorable experience.

The Council considers this to be a customer focused role and therefore the ability to converse at ease with customers adapting communication style to suit differing audiences and providing advice in accurate spoken English is fundamental to the role.

Job Specific Duties

- Offer a high level of service to all visitors to the Town Hall & Museum and champion Folkestone as a great place to work, live and visit.
- Assist with opening & closing procedures for the Town Hall & Museum.
- Answer visitor and service user enquiries in person and via telephone, email or social media, or direct them to the appropriate officer.
- Assist with day-to-day retail operations including sales, merchandise display, restocking, cash handling and till operation.
- Maintain up-to-date tourism information knowledge, resources & displays including leaflet restocking, posters and local events information.
- Assist with presenting public areas to a high standard of cleanliness & repair, including liaising with cleaning staff as needed (or undertaking occasional cleaning if necessary) and reporting maintenance defects for rectifying.
- Assist in providing a safe & secure environment for colleagues, volunteers, contractors and visitors in line with FTC health, safety & security procedures including operation of the contractor & visitor register and acting as a fire marshal. Full training will be provided.
- Support events, activities, hospitality and room hire taking place within the Town Hall & museum including assisting with room setup, resources, equipment and occasional facilitation.
- Assist in the collection and collation of visitor feedback & key performance indicator (KPI) data.
- To support with the publishing and sharing of approved social media content, as and when requested.

General

- Undertake other duties as requested by the Town Clerk.
- To attend staff briefing and training courses where appropriate.
- Always adhere to all council policies and procedures.