

## FOLKESTONE TOWN COUNCIL

### Person Specification

**Job Title: Visitor Services Assistant**

	<b>Essential</b>	<b>Method</b>	<b>Desirable</b>	<b>Method</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working within a customer focused environment</li> <li>• Experience of Microsoft Word, Office and Outlook</li> </ul>	<p>A, I</p> <p>A, I</p> <p>A, I</p>	<ul style="list-style-type: none"> <li>• Previous experience in a retail role, cash handling and till use</li> <li>• Experience of working with difficult customers and handling complaints</li> </ul>	<p>A, I,</p> <p>A, I</p>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Basic numeracy and literacy</li> </ul>	<p>A, I</p>	<ul style="list-style-type: none"> <li>• Level 2 Travel &amp; Tourism (or equivalent)</li> <li>• First Aid</li> </ul>	<p>A, I</p> <p>A, I</p>
<b>Knowledge/ Skills</b>	<ul style="list-style-type: none"> <li>• Proficient in written and verbal communication skills</li> <li>• Good organisational skills and ability to manage large volumes of information (e.g. tourist info.)</li> <li>• The skill to prioritise work under pressure and to act accordingly</li> <li>• Ability to deal with difficult situations in calm and controlled manner</li> <li>• Knowledge and understanding of safeguarding issues.</li> </ul>	<p>A</p> <p>A</p> <p>A, I</p> <p>A, I</p> <p>A, I</p>	<ul style="list-style-type: none"> <li>• Knowledge of Folkestone and its history and attractions</li> <li>• Knowledge of Council Services</li> <li>• Uploading and sharing social media content</li> </ul>	<p>A, I</p> <p>A, I</p> <p>A, I</p>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills, approachable with a positive and enthusiastic attitude.</li> <li>• Organised and efficient in planning, prioritising, managing your own workload and meeting deadlines.</li> </ul>	<p>A, I</p> <p>A, I</p>	<ul style="list-style-type: none"> <li>• Ability to communicate and engage with a wide variety of age groups and abilities.</li> <li>• Availability to provide occasional holiday cover.</li> </ul>	<p>A, I</p> <p>A, I</p>

	<ul style="list-style-type: none"> <li>• Ability to work as part of a team and alone as needs require.</li> <li>• Self-motivated and able to work on own initiative</li> <li>• Ability to deal with confidential and sensitive issues discreetly.</li> <li>• Ability to liaise with the general public.</li> </ul>	<p>A</p> <p>A</p> <p>A, I</p> <p>A, I</p>		
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A – Application

I – Interview

P – Practical test or presentation