

Casual - Visitor Services Officer

Salary: Band: 5, approximately £14 per hour

Hours: This is a casual post - there are no set hours - you will be asked to work as and when needed including weekends and bank holidays.

The Service

Visit Portsmouth operates the Visitor Information Service for the destination with stand-alone points at the Hard and within The D-Day Story and Portsmouth Museum.

As a service we take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference.

Our council values are:

- **respect** – we treat everyone with respect, considering the feelings, wellbeing, safety, and rights of others
- **integrity** – we are accountable, can be trusted and take responsibility for our actions
- **collaboration** – we work together as a team and with our colleagues, residents, partners, and communities to achieve more
- **inclusive** – we recognise diversity, are open, fair and provide equal opportunity to all
- **people-focused** – we put people first and ensure our customers are at the heart of everything we do

Everything we do is guided by our values. They set who we are as people, what we stand for and how we act.

What is the role?

This role is based at the Visitor Information Point in the Hard Bus Station, managing the service on the days worked, ensuring high standards of customer care and that visitors enjoy a great day out, give a positive account of their visit to friends and family and come back again and again.

Your main responsibilities will be to:

- Welcome visitors & provide visitor information.
- Follow H&S procedures and guidelines including those relating to the emergency evacuation of buildings
- Follow council policy and procedures relating to cash handling and banking
- Keep the Information Point clean and tidy
- Provide information about the destination of Portsmouth
- Sell admission tickets, guides and retail items
- Collect statistics, postcodes and other information as required
- Ensure that the City Council's Health and Safety and Equal Opportunities policies are implemented and adhered to

- Undertake personal training and development, as identified through Performance Development Reviews.
- Carry out any other duties commensurate with the post as required

The Visitor Services Officers function as the Duty Manager daily, working alone to manage the Information Point.

Who is the person?

You need to have:

1. An excellent knowledge of Portsmouth as a tourism destination
2. A commitment to delivering high standards of customer care
3. Experience of working in a role as a Duty Manager is preferred
4. Good knowledge of health and safety procedures
5. Experience of cash handling and balancing tills in a retail environment and of selling goods and services
6. An enthusiasm for and experience of working with people
7. Excellent communication skills
8. Conversational language skills in another language an advantage - French preferred.
9. Self-motivation and a positive outlook
10. Flexibility and be available to work bank holidays and weekends to facilitate service delivery
11. Excellent literacy & numerical skills
12. Good IT skills to include Microsoft Office programmes i.e. Word, Excel & Outlook
13. A knowledge and enthusiasm for museums and the wider cultural offer of the city
14. Commitment to continuing professional development

How to apply:

When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.