 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Culture Leisure and Events		Service Area: Library and Information Service	
JOB TITLE: Visitor Information Officer			
GRADE: E			
REPORTING TO: Community Libraries Officer			
1.	JOB SUMMARY: <ul style="list-style-type: none">To be responsible to the Community Libraries Officer to provide Tourist. Information to the people living and visiting Stockton Borough.To assist with the development of tourism within the Borough working within the Tourist Information Centre.To work with other Council Departments and the Stockton Bid Team promoting events happening within Stockton High Street and across the wider borough.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To distribute tourist information to all visitors at any venue as directed and deal with visitor enquiries in a courteous, informative and helpful manner	
	2.	To carry out the agreed routines for opening and closing of the Tourist Information Centre	
	3.	To carry out all clerical procedures required to affect the efficient running of the Tourist Information Centre	
	4.	To assist with the preparation and production of publicity and promotional material	
	5.	To promote the service throughout Stockton Borough to all members of the community	
	6	To deal with enquiries from the media, tourism, travel trade and general public	
	7	To assist in partnership working across the wider council but in particular with staff within the Culture, Leisure and Events Team.	
	8	To assist with commercial initiatives and activities within the service	
	9	To carry out research and collect statistical information appertaining to the Tourist Information Centre providing information in relation to such figures when requested.	
	10	To attend tourism exhibitions, conferences, seminars or training courses as deemed necessary to meet the duties and responsibilities of the post via internal/external providers.	
	11	To participate in the training of new staff and work placements.	
	12	To work evening and weekends at the behest of the Community Libraries Officer, including supporting the events and activities delivered by the Culture Team/Council.	
	13	To work within agreed quality and innovation standards continually look for innovation in working methods and to co-operate in any changes to improve the Tourist Information Service.	
		To deal with complaints and comments in relation to the Council in line with current procedures	
	14	To maintain all files and folders appertaining to the running of the Tourist Information Centre e.g. Health and Safety, Visitors Book, financial.	

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)

Job Description dated xx 2018




PERSON SPECIFICATION

Job Title/Grade	Tourist Information Centre Officer	
Directorate / Service Area	Culture Leisure and Events /Library and Information Service	
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> 4 GCSEs Grades A-C or equivalent, including Maths and English ECDL or equivalent ICT qualification 	<ul style="list-style-type: none"> NVQ level 2 in Tourism 	Application form
Experience	<ul style="list-style-type: none"> Experience of working in a Tourism/information environment. Experience of promoting tourism to a wide audience of people. Experience of working at events. Experience of partnership working Experience of performance management 	<ul style="list-style-type: none"> Use of ICT to promote information services. Knowledge of Health and Safety issues 	Application / Interview
Knowledge & Skills	<ul style="list-style-type: none"> Knowledge of the Tees area appertaining to enhancing the Visitors experience. Knowledge of current trends and local/national frameworks and working practices relating to Tourism Customer care skills. Excellent interpersonal skills. Ability to work within a team and alone. 	<ul style="list-style-type: none"> Presentation Skills. Ability to plan, co-ordinate and organise events and activities 	

	<ul style="list-style-type: none"> • Time management/ organisational skills. • Be able to prioritise work and meet deadlines. • Strong ICT skills • Strong research skills 		
Specific behaviours relevant to the post	<ul style="list-style-type: none"> • Show tolerance to others • Look for ways to enhance the delivery of the service and work with the team to achieve this. • Receptive and responsive to change • Dynamic, flexible and adaptable • Enthusiastic and committed 		Application / Interview
Other requirements			

Person Specification dated 2018

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE:	SERVICE AREA:
JOB TITLE: Visitor Information officer	
GRADE: E	
REPORTING TO Community Libraries Officer	

The following are the known risks for this role, more than one may apply. Where there are no known risks this will be indicated.

Known Risk	Yes/No
Is required to work at heights or on ladders	
Is required to work in confined spaces or unusual environmental conditions where specialist equipment or breathing apparatus is needed	
Is required to drive a Council vehicle or regularly transporting other person/clients/pupils in own vehicle as part of normal duties	
Is required to drive an HGV/LGV/PCV/Minibus	
Is required to undertake agriculture, horticulture or gardening work	
At risk from noise that might affect an employee's health (will be required to wear ear protection)	
Will be exposed to vibration likely to be above the exposure action level.	
Is exposed to hazardous substances as detailed in Appendix 1	
Is likely to be exposed to asbestos	
Is at risk of a needle stick injury or human bite or could be exposed to blood, sewerage, bodily fluids.	
May be exposed to lead or lead based products	
Will handle food	
Will require a health assessment for regular night working	
Will be required to undertake the Display screen equipment training	x
Other known risks – please detail	Manual Handling - lifting boxes, moving furniture, bending, lifting, stretching Dealing with anti social behaviour occasionally
No known risks associated with this role	

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: Deb McDonagh

Date: 17.6.22