

# JOB DESCRIPTION



## **Seasonal Visitor Centre Assistant (Post 2048)**

### **Service Area**

Countryside and Parks

### **Manager/Team Leader**

Senior Ranger

### **Direct reports**

None

### **Total Managed**

None

### **Purpose of the Role**

To provide cover in the Visitor Centre at Holt Country Park

### **Key Result Areas**

1. Opening and closing the Visitor Centre at the beginning and end of the day
2. Keeping the Visitor Centre in a clean, tidy and safe condition
3. Selling merchandise such as maps, booklets, gifts ice creams and cold drinks
4. Accounting for money and completing the necessary forms and advice notes
5. Answering questions from visitors regarding the Country Park and related issues including its relationship with North Norfolk District Council and partner organisations
6. Projecting the work of the council and Parks and Countryside Team in a very positive way
7. To take responsibility for personal health and safety at work and that of other persons who may be affected by the post-holder's actions
8. Any other work required and as directed within the confines of the existing grading and post

# PERSON SPECIFICATION



**NORTH  
NORFOLK  
DISTRICT  
COUNCIL**

<b>Seasonal Visitor Centre Assistant (Post 2048)</b>				
		<b>Essential</b>	<b>Desirable</b>	<b>How Identified</b>
<b>Experience/ Knowledge</b>	Good knowledge of countryside issues	✓		<b>Interview</b>
	Basic knowledge of the functions of North Norfolk District Council		✓	<b>Interview</b>
	Basic knowledge of the activities of the Countryside and Parks Team	✓		<b>Interview</b>
	Experience of working in a customer focused environment		✓	<b>Application Form/ Interview</b>
<b>Qualifications</b>				
<b>Qualifications</b>	Good standard of education including Mathematics and English language or equivalent	✓		<b>Application Form</b>
<b>Skills</b>				
<b>Skills</b>	Ability to deal appropriately with complaints and enquiries from the public	✓		<b>Application Form/ Interview</b>
	Good communication (verbal and written) skills	✓		<b>Application Form/ Interview</b>
	Good time management, planning and scheduling abilities	✓		<b>Application Form/ Interview</b>
	IT literate		✓	<b>Application Form</b>
	To take responsibility for the collection, accounting for and banking if cash	✓		<b>Interview</b>
	Ability to build positive relationships with partners, external organisations, internal contacts and elected members	✓		<b>Interview</b>
	Numerate	✓		<b>Interview</b>

\*In order to assess this from the application form we require you to provide an example

<b>Aptitude and Disposition</b>	Polite	✓		<b>Interview</b>
	Self-motivated and enthusiastic	✓		<b>Interview</b>
	Enjoys working alongside others		✓	<b>Interview</b>
	Resourceful		✓	<b>Interview</b>
	Adaptable to change		✓	<b>Interview</b>
	Presentable to external and internal visitors	✓		<b>Interview</b>
<b>Personal Circumstances</b>	Able to work outside office hours, some weekends and some bank holidays	✓		<b>Interview</b>
	Frequent lone working	✓		<b>Interview</b>

\*In order to assess this from the application form we require you to provide an example