

PERSON SPECIFICATION

POST: CASUAL TOURISM ASSISTANT

Prepared by: Ruth Smith

Date: 11/05/2022

ATTRIBUTES	REQUIREMENTS	Essential (E) or Desirable (D)	HOW IDENTIFIED (Application Form, Interview or Test etc)	WEIGHTING HIGH (x3) MEDIUM (x2) LOW (x1)
Education and Qualifications	GCSE A-C, 'O' Level standard or equivalent in Maths and English	E	A	
	GCSE A-C, 'O' Level standard or equivalent in three subjects	E	A	
Work or Other Relevant Experience and Associated Vocational Training	A current First Aid qualification or a willingness to undertake a First Aid course	D	A	
	Customer Care training	D	A	
	Computer literate with good keyboard skills	D	A	
Specialist Knowledge	Experience of working in a customer service focused organisation	E	A	
	A willingness to operate within a busy, customer focused environment	E	I	
	An interest in Tourism and Worcester	E	I	
Job Related Skills and Abilities	Excellent verbal communication skills	E	I	
	Excellent interpersonal skills	E	I	
	Excellent telephone manner	E	I	

	<p>The ability to work to defined timescales</p> <p>A flexible approach to day to day demands</p> <p>The ability to take responsibility for themselves and work with other staff members accordingly</p> <p>An enthusiastic approach to their work and a desire to learn and to share their knowledge</p> <p>A willingness to undertake appropriate training</p> <p>Previous experience working in Tourism or retail</p> <p>Experience of electronic till and cashing up procedures</p> <p>Experience of care and security of public buildings, including the setting and un-setting of security and fire alarm systems</p> <p>An awareness of health and safety issues</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>	<p>A / I</p> <p>I</p> <p>I</p> <p>I</p> <p>A / I</p> <p>A</p> <p>A</p> <p>A</p> <p>A / I</p>	
Physical Abilities (only if a justifiable requirement for the post)	<p>The physical ability to undertake basic cleaning tasks, stock and leaflet lifting and carrying, display items, setting up TIC gazebo etc.</p>	E	A / I	
Other e.g. Availability for Unsocial Hours	<p>The ability to work flexibly, including daytime and evenings on weekdays and weekends, and including Bank Holidays.</p> <p>The ability to provide emergency cover out of hours as key-holder</p>	<p>E</p> <p>D</p>	<p>A / I</p> <p>A / I</p>	