

SOUTH DERBYSHIRE DISTRICT COUNCIL PERSON SPECIFICATION

Directorate: Place and Prosperity	Service: Economic Development and Growth	Job Title: Visitor Information Assistant
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Qualifications, Professional Membership, Technical Skills

ESSENTIAL	DESIRABLE	HOW ASSESSED
Experience of working in a customer service environment		Application Form Interview
Demonstrable interest and/or experience in tourism/leisure/local culture		Application form form Interview
Able to relate information in a clear and concise manner both verbally and written		Application form Interview
Able to research information and collate resource materials and other documents		Application Form Interview
Able to evidence competence in literacy and numeracy skills to be able to complete routine calculations and respond effectively to enquiries from customers		Application Form Interview
Demonstrable knowledge of South Derbyshire, the National Forest and Derbyshire/The Peak District areas, their attractions and facilities		Application Form Interview
Competent in the use of social media platforms and website content management systems (including Facebook and Instagram)		Application form Interview
Competent in the use of IT/software packages, including Microsoft Windows/Office (Outlook, Word, Excel, Teams and Powerpoint)		Application Form Interview
	Experience of handling cash and using an electronic till	Application Form Interview
Ability to carry out duties outside of normal office hours		Application Form
	Ability to travel to meetings and events, with own car and full driving licence	Application Form

Competency	Level	Essential	Desirable	How Assessed
1. Achieving Results	1	Works towards goals and objectives <ul style="list-style-type: none"> Concentrates on achieving goals and objectives through good planning and self-management Completes work on time and to a good standard Accepts personal responsibility for meeting deadlines and targets Accepts and acts on feedback given Able to determine own workload and priorities and willing to help others 		Application Form Interview
2. Communication	1	Communicates clearly <ul style="list-style-type: none"> Ensures that both written and verbal communication is clear and concise Listens attentively to others and asks appropriate questions to gain an understanding of the issue under discussion Presents information clearly and logically Ensures the tone of communication is appropriate Ensures that others understand communication and its implications Pays attention to the communication of others 		Application Form Interview
3. Creative Thinking	1	Open to new ideas <ul style="list-style-type: none"> Is open minded when presented with a new perspective Applies new information to work problems and situations Uses others' ideas effectively Puts forward their own ideas and suggestions where appropriate 		Application Form Interview
4. Customer Focus	1	Responds to customer requirements <ul style="list-style-type: none"> Meets internal standards of customer service Responds to customer queries and requests in a timely manner, providing appropriate information Treats customers politely and respectfully Listens to customers with interest and asks questions to get to the heart of the issue Considers the impact of own behaviour and actions from the customer's perspective Sees things through and does what they say they will 		Application Form Interview

Competency	Level	Essential	Desirable	How Assessed
5. Decision Making and Problem Solving	1	Breaks tasks down logically <ul style="list-style-type: none"> Deals with a range of straightforward day to day problems as they occur Can choose an appropriate course of action from a range of known options Collates information in order to establish the facts and identify problems Asks for guidance on unfamiliar areas Recognises the impact of decisions 		Application Form Interview
6. Making Change Work	1	Accepts change <ul style="list-style-type: none"> Embraces change Adapts to fit in Describes the need for change to others Open to new ideas 		Application Form Interview
7. Managing Resources, Projects & Processes	1	Takes personal responsibility <ul style="list-style-type: none"> Endeavours to complete tasks accurately Follows procedures Monitors and checks own progress and performance on a regular basis Deals with problems, shortfalls and mistakes in a constructive manner Asks for guidance on unfamiliar areas Suggests improvements where appropriate 		Application Form Interview
8. Organisational Awareness & Commitment	1	Understands the formal structure and hierarchy of the Council <ul style="list-style-type: none"> Understands the formal structure and hierarchy of the Council Follows rules and regulations, policies and procedures Helps others to get their job done Contributes to the aims and objectives of the Council Respects and accepts what the Council sees as important 		NA

Competency	Level	Essential	Desirable	How Assessed
9. Personal Impact	1	Considers own impact on others <ul style="list-style-type: none"> • Makes time for others • Observes and listens to others • Demonstrates appropriate and professional behaviour • Seeks out and acts on personal feedback 		Application Form Interview
10. Working Relationships	1	Maintains current relationships <ul style="list-style-type: none"> • Maintains constructive working relationships with key stakeholders through established structures and mechanisms • Pursues positive relationships • Maintains contact with individuals and groups to ensure a positive working environment • Is a good team player; does his or her share of the work 		Application Form Interview
Equal Opportunities and Fairness		<ul style="list-style-type: none"> • Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment. 		

Date Issued: December 2024
Issued by: Head of Economic Development and Growth