

Sharpe's Pottery Heritage and Arts Trust Ltd

PERSON SPECIFICATION

LOCATION: Based at Sharpe's Pottery Museum

POST: Visitor Manager (Tourist Information Centre)

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW ASSESSED
ATTAINMENTS			
	Proven experience of working in a Tourist Information Centre (or other tourism facility).		Application form Interview
	GCSE level C or equivalent in English & Mathematics.	NVQ2 or higher qualification in Tourism or Customer Care	Application form Interview Certificates
	Experience of managing staff, including supervision, appraisal, motivation and development through guidance and training		Application form Interview
	Experience of working in a customer environment.		Application form Interview
GENERAL INTELLIGENCE			
	Ability to work with figures and statistics and to collate and analyse data.		Application form Interview
SPECIAL APTITUDES			
	A high level of verbal and written communication skills.		Application form Interview
	Experience of computer based programmes, i.e. Microsoft Windows/Office (Word, Excel, Access, Outlook, Powerpoint, Explorer) eg. To compile and format reports/correspondence, develop and maintain spreadsheets/databases.	Experience of Desktop publishing computer based programmes i.e. Microsoft Publisher.	Application form Interview

	Ability to develop and maintain positive working relations with colleagues, businesses and partners.		Application form Interview
		Experience of cash handling and using an electronic till.	Application form
DISPOSITION			
	Ability to achieve objectives and performance targets.		Interview
	Ability to work on own initiative and have the capacity to effectively organise and prioritise.		Interview
	Ability to meet deadlines whilst maintaining the highest standards of quality.		Interview
	Ability to cope with change.		Interview
	Ability and willingness to carry out duties out of normal office hours i.e. 1 in 3 Saturdays and occasional evenings/Sundays for events.		Interview
EQUAL OPPORTUNITIES			
	Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment.		Interview

Date Approved: June 2010