



JOB TITLE:	Visitor Information Centre Assistant 30 hours a week (4 days)
DEPARTMENT:	Operations Group
POST NUMBER:	1704
GRADE:	Scale 3
ACCOUNTABLE TO:	Visitor Information Centre Manager
LOCATION:	Visitor Information Centre (VIC), Guildhall, Winchester
POST OBJECTIVE:	To provide accurate and comprehensive information to customers in order to: <ul style="list-style-type: none">• enable visitors to make the most of their time in Winchester & Hampshire• encourage repeat visits and referrals• support the effective management of tourism

SPECIFIC TASKS:

1. Provision of Information
 - To work on the VIC counter, providing accurate and useful information to VIC customers in person, by phone, in writing or by e-mail;
 - To assist with the updating of information using various IT programs
 - To order and help maintain adequate supplies of free literature, keep display areas well stocked and maintain relevant and up to date displays;
 - To assist with the recording of statistics for the VIC.
2. Sales
 - To promote actively and sell souvenirs, publications and guided tour tickets
 - Assist with the merchandising of retail stock, creating displays when necessary
 - To observe correct audit procedures for all sales
 - To be pro active in promoting sales opportunities to customers and upsell wherever possible
 - To learn the Eventbrite ticketing system in order to be able to load local tour guide events, sell tickets and reconcile events by running reports
3. Guided Tour Administration
 - To process requests for a range of tours;
 - To liaise with Visitor guides over private booking requests and scheduled public tours;
5. Conference Enquiries
 - To actively promote the Meet in Winchester brand and encourage business tourism to the area

6. Website updating

- To update the Visit Winchester & Winchester City Council websites where necessary including uploading of event information and maintaining accurate and up to date product records

7. Other Duties

- Cash handling on a daily basis including balancing the tills
- To carry out other duties within the level of responsibility of the post as requested by the VIC Manager, Service Lead for Economy and Tourism or other members within the council

Features of the Job

This job is a part time position working on a rolling rota with no specific days each week. Rotas are issued 3-4 weeks in advance.