

JOB DESCRIPTION



Ribble Valley
Borough Council

www.ribblevalley.gov.uk

Directorate	COMMUNITY
Service area	Platform Gallery and Visitor Information Centre

Post details	
Job title	Casual Gallery and Visitor Information Centre Assistant
Post Number	Casual
Vacancy Reference	COM961
Scale	Scale 1A scp 2 – however the council has a policy of paying the Living Wage Foundation Real Living Wage £13.45 per hour which is the rate you will be paid. Plus 12.07% allowance in lieu of holiday entitlement.
Contract	Casual
Location of work	Platform Gallery
Directly responsible to	Gallery and Visitor Information Centre Supervisor
Directly responsible for	N/A
Hours	Casual – No guaranteed hours
JE Reference	
Primary purpose and scope of the job	
To support the Supervisor in providing the Platform Gallery and Visitor Information Centre service.	

Key Tasks and Responsibilities

- Act as a first point of contact for public enquiries, face to face, email and telephone.
- To be aware of and promote accurate information on local attractions, events, accommodation and the exhibition programme of the Platform Gallery.
- Process sales, customer orders, fishing permits, bookings.
- Assist in the delivery of a high standard of customer care dealing with all public enquiries in a professional, efficient and courteous manner.
- Prioritise workload, ensuring all required administrative duties are carried out, whilst serving and assisting customers, adapt day to day tasks regularly to consider conflicting priorities and needs of customers.
- Follow established procedures with a high attention to detail including cash handling, databases, stock control (stock checks).
- Assist with the installation and dismantling of exhibitions and shop displays.
- Assist with the collation of data to monitor aspects of service performance.
- Assist the operation of retail within the building.
- Assist with the rotation of stock, maintaining quality standards and a relevant price range to maximise income.
- There are no guaranteed hours, however, this post may include cover during school holiday periods and weekends (Saturdays are 9.45-4.15 and Sundays are 10.45-4.15.), as well as weekdays.
- To be responsible for ensuring the data quality of all information related to the duties of the post.
- To adhere to the Council's policies including Equal Opportunities and Health and Safety.
- Such other duties of a similar responsibility level as may be allocated to the post from time to time.

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Colin Winterbottom
Role	Cultural & Leisure Services Manager
Date Revised	August 2026

Person Specification



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Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

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Directorate	Community
Service Area	Platform Gallery

Criteria

Experience		
Experience of dealing with the public.	A/I	D
Cash handling/stock control.	A/I	D
Experience of creating displays.	A/I	D
Retail experience.	A/I	D

Skills and Abilities		
Good IT skills.	A/I	E
Working knowledge of excel and confident in the use of spreadsheets.	A/I	E
Knowledge of the local tourism sector.	A/I	D
Knowledge of visual arts and crafts.	A/I	D

Education, Qualifications and Knowledge		
Good standard of education.	C	E

Other requirements		
Good communicator.	A/I	E
Ability to work unsupervised.	A/I	E
Excellent organisational skills.	A/I	E
Ability to work under pressure.	A/I	E
Creativity.	A/I	D

Methods of Assessment Key		
A Application Form	I Interview	C Certificate
T Test	P Presentation	AC Assessment Centre

Review Arrangements
The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.

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