

PERSON SPECIFICATION

Visitor Experience Assistant

	ESSENTIAL	DESIRABLE
Education/ Training/ Qualifications	<ul style="list-style-type: none"> English and Maths Grade 5 / Level 2 / GCSE grade C or above or equivalent. 	<ul style="list-style-type: none"> Driving licence
Experience and Knowledge	<ul style="list-style-type: none"> Delivery of excellent customer service and experience of working in a customer-facing role Prior experience of administration work Experience of cash handling Computer literate including use of Microsoft Office Excellent organisational skills 	<ul style="list-style-type: none"> Use of social media (Facebook, Instagram, Twitter, Hootsuite) and Mailchimp Working within a visitor attraction or cultural venue Working with volunteers Administration of EPOS systems Working with teams across different business areas Setting up and supporting event delivery Basic knowledge of Microsoft Teams Working with families and children to provide craft activities
Competencies	<ul style="list-style-type: none"> Ability to handle confidential information and understanding of GDPR Ability to work calmly under pressure Well-developed communication skills with ability to communicate with people at all levels Excellent time management and prioritisation Strong team player Flexible according to the needs of the business Willingness to learn new skills 	
Values and Attitudes	<ul style="list-style-type: none"> Able to support team, organisation and colleagues. Support for Clients / User / Volunteers Meets Deadlines / Commitments Support for Groundwork's ethos / vision of Changing Places and Changing Lives 	

	<ul style="list-style-type: none">• Focusses on the positive not the negative• Willingly accepts change	
Additional Requirements	<ul style="list-style-type: none">• Able to work evenings and weekends• Willingness to be flexible and supportive to all projects	