

Discover Frome Ambassador

Job Description

Purpose of role

- Support running of the Discover Frome Information point at the Black Swan Arts
- To provide a welcoming presence, deal with visitor enquiries and enable visitors to have an enjoyable visit to Frome
- To promote tourism, arts, cultural and leisure activities in Frome

Main Tasks include

- Respond to visitor enquiries about what's happening in Frome, where to visit, accommodation, walks and access
- Promote Frome to visitors
- Supervise the information point, including the sale of items
- Maintain displays and literature in the visitor centre.

General

This job description forms part of your letter of engagement as a Discover Frome Ambassador. The responsibility for the smooth running of the Council is incumbent on all Casual Workers.

A flexible approach on working hours (being available to work weekends and Bank holidays) is required to meet the changing requirements of the Discover Frome Information Point. As much notice as possible will be provided for shifts, although on occasions this may be at short notice.

You will have personal responsibility for safety in accordance with Health & Safety legislation and Council policies. You will be expected to behave in a sustainable and ethical way. When appropriate you will be expected to liaise and work with other casual workers and Council employees - with the emphasis being on teamwork.

You should be committed to the Council's Equal Opportunities Policy and to ensure equality of opportunity in service delivery.

This Discover Frome Ambassador role is subject to review and alteration in detail and emphasis in the light of future changes or developments.

Person Specification

Discover Frome Ambassador

You don't need to have a specific qualification to apply for this role but experience in the following would be desirable:

- A friendly and helpful manner
- Excellent people skills
- A practical, flexible and innovative approach to work is necessary
- Ability to be calm under pressure and communicate effectively with all users of the building
- A 'Can do' attitude and a willingness to get involved with a variety of tasks as required
- The ability to work on your own initiative and be self-motivated