

FARINGDON TOWN COUNCIL

Information Assistant

JOB DESCRIPTION

Job Title: INFORMATION ASSISTANT

Grade: SCP 4 - 6 (£18,426 to £19,171 pro rata)

Hours:

Responsible to: CTIC Supervisor

Responsible for: None

Budget responsibilities: None

Main Duties:

- 1. To assist in staffing the Faringdon Community & Tourist Information Centre, providing information and help to residents and visitors.**
 - 1.1 To form part of the rota for manning the Faringdon Community & Tourist Information Centre.
- 2. To assist in the provision of information to visitors and residents of Faringdon**
 - 2.1 To provide to visitors to the Centre the range of information and services available
 - 2.2 To provide, as required, information on District and Town Council activities and services.
 - 2.3 To have an efficient telephone manager in response to all enquiries
 - 2.4 To email to enquiries the range of information and services available
- 3. Day to day transactions and administration**
 - 3.1 To issue tickets for local events and the cinema as part of an agency agreement
 - 3.2 Sell local gifts and publications.
 - 3.3 To maintain daily records of sales, cash/cheque reconciliation, bookings and numbers of visitors to the Faringdon Community & Tourist Information Centre.

- 3.4 To deal with correspondence on the Supervisor's instructions
- 3.5 To keep the display areas neat and tidy and up to date, and be aware of day to day security arrangements
- 3.6 Ensure day book is kept up to date informing other staff of important information
- 6. To attend training courses associated with the work and role as required by the Town Clerk**
- 7. To undertake specific projects, as and when required**
- 8. To undertake such other duties as may be required from time to time commensurate with the level of the post and in particular, to provide cover for other office staff**

For all staff - You have specific responsibilities under Health & Safety legislation to ensure that you:

- Take reasonable care for your own health and safety, and that of others affected by what you do, or do not do
- Cooperate on all issues involving health and safety
- Use work items provided for you correctly, in accordance with training and instructions
- Do not interfere with or misuse anything provided for your health, safety or welfare
- Report any health and safety concerns to your line manager as soon as practicable