

## Person Specification – Town & Tourist Information Centre Assistant

Criteria	Essential	Desirable	Tested by
<b>Knowledge</b>			
<ul style="list-style-type: none"> <li>▪ of Hertford and its attractions</li> <li>▪ Retail or customer services</li> <li>▪ of Local Government</li> </ul>	<ul style="list-style-type: none"> <li>√</li> <li>√</li> </ul>	<ul style="list-style-type: none"> <li>√</li> </ul>	app form/ interview
<b>Skills</b>			
<ul style="list-style-type: none"> <li>▪ computer literate</li> <li>▪ competent with:               <ul style="list-style-type: none"> <li>○ Word or similar</li> <li>○ Excel or similar</li> <li>○ Social Media</li> <li>○ Working online</li> </ul> </li> <li>▪ Mathematically competent</li> <li>▪ able to deal with variety of customers</li> <li>▪ able to prioritise tasks</li> <li>▪ able to work on own initiative and independently</li> </ul>	<ul style="list-style-type: none"> <li>√</li> <li>√</li> <li>√</li> <li>√</li> <li>√</li> <li>√</li> <li>√</li> <li>√</li> </ul>		interview  interview interview interview  interview interview
<b>Experience</b>			
<ul style="list-style-type: none"> <li>▪ worked in retail / sales / reception for at least 1 year (this could be part-time or weekend working)</li> <li>▪ worked face to face with public for at least 1 year (this could be part-time or voluntary working)</li> </ul>	<ul style="list-style-type: none"> <li>√</li> <li>√</li> </ul>		app form /interview
<b>Qualifications / Training</b>			
<ul style="list-style-type: none"> <li>▪ GCSE / O-level / CSE Maths &amp; English</li> <li>▪ NVQ qualifications</li> <li>▪ Secretarial qualifications</li> </ul>	<ul style="list-style-type: none"> <li>√</li> <li>√</li> </ul>	<ul style="list-style-type: none"> <li>√</li> </ul>	app form
<b>Circumstances</b>			
<ul style="list-style-type: none"> <li>▪ Available to work every Saturday</li> <li>▪ able to undertake rota working</li> <li>▪ Flexibility to cover staff absence Holidays, training etc</li> </ul>	<ul style="list-style-type: none"> <li>√</li> <li>√</li> </ul>	<ul style="list-style-type: none"> <li>√</li> </ul>	interview