
JOB DESCRIPTION

Job Title: TOURIST INFORMATION CENTRE SUPERVISOR

Salary: Grade 5 (SCP 20-23) £19,238 - £21,057

Main Purpose of Job:

To manage the day-to-day operation of the TIC and have responsibility for its administration, under the guidance of the Visitor Services Manager.

To oversee an efficient and effective information and booking service for visitors, residents and local tourism businesses.

To provide administrative support for the Visitor Services Manager in respect of Beach Gardens and the Boat Park.

To deputise for the Visitor Services Manager in their absence.

Relationships:

- a) Responsible to: Visitor Services Manager and Business Development Officer.
- b) Responsible for supervision of: Tourist Information Centre Assistants (2 +1 seasonal), Beach Gardens Kiosk Staff (2-3 seasonal).
- c) Liaison with: members of the public, departmental managers and staff, Town Councillors, and representatives of partner organisations.

Main Tasks of Job

1. Provide responsive, efficient and customer-focused service that fully complies with the Council's agreed Customer Services standards at all times.
 2. Oversee the research and provide quality information in response to a wide range of visitor enquiries in person, by telephone, email, fax or letter.
 3. To act as supervisor of the staff at the Tourist Information Centre.
 - Arrange staff rotas according to budgets available;
 - Approve holiday requests;
 - Carry out inductions for new staff;
 - Hold regular one-to-one meetings with TIC Assistants;
 - Identify staff training and development needs.
 4. Actively support the Tourist Information Centre Assistants in their day to day duties as necessary, and personally deal with the more difficult customers and complex enquiries should any member of staff require assistance.
 5. In the absence of the Visitor Services Manager, be responsible for the opening and locking up of the TIC.
 6. Ensure relevant and up to date displays and exhibits.
 7. Ensure that the information on the tourism website is accurate by using the Destination Management System.
 8. Assist the Visitor Services Manager in promoting the Town Council's services online, including the use of social media.
 9. Oversee retail activities: order stock according to budgets available, handle cash, and account for all money taken daily. Responsible for the accurate compilation of any monthly agency/supplier returns. Process credit and debit card payments.
 10. Address informal customer complaints regarding the TIC and related visitor services, referring formal written complaints to the Visitor Services Manager.
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11. Manage the beach hut booking system and assist in promotional activities.
 12. Oversee the administration of Beach Gardens, processing daily banking, monitoring stock records, ordering, and completing a monthly trading account.
 13. Oversee the administration of the Boat Park, including maintaining the register of grid spaces and corresponding with boat owners.
 14. Assist the Visitor Services Manager in compiling the Blue Flag entry package and implementing environmental initiatives.
 15. Assist the Visitor Services Manager to ensure that health and safety legislation, emergency procedures and all other Council procedures and policies are adhered to at the TIC.
 16. Deputise for the Visitor Services Manager in their absence, including attendance at meetings of the Town Council and outside organisations as appropriate.
 17. Any other duties that are commensurate with the role.

Job Description approved by:

Date:

Tourist Information Centre Supervisor

Date:

Town Clerk
