



SOUTH LANARKSHIRE
Leisure & Culture

Visitor Services Officer Job Profile

Service: Museums, Libraries, Outdoor, Country Parks, Outdoor Resource Base	Grade Scale: Grade 2 Level 3
Reports to: Operations Officer	

Purpose of Job

To ensure a successful customer experience.

Key tasks and responsibilities

- Contribute to the delivery of activities and events within the Country Parks and across the SCIO
- Provide an effective service through teamwork and liaising with other services and organisations
- Prepare, implement and monitor a structured programme of events, exhibitions and activities to suit customer needs
- Management and co-ordination of project planning and preparation

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training	<ul style="list-style-type: none">• Minimum of 2 years working in a leisure /cultural facility• Working in a customer focussed environment	<ul style="list-style-type: none">• IOSH – Managing Safely• First Aid at work
Skills, knowledge, experience	<ul style="list-style-type: none">• Facility Operations experience• Knowledge of Health and Safety Legislation and Implementation of good work practices• Good communication skills and team building skills• Excellent customer service skills	<ul style="list-style-type: none">• Shift planning experience• Experience in delivering functions & events
Personal Qualities	<ul style="list-style-type: none">• Good team worker• Positive Attitude• Enthusiastic	

	<ul style="list-style-type: none"> • Motivated • Customer focused 	
Other	<ul style="list-style-type: none"> • Committed to continuous improvement • Evidence of continued personal development. • Ability to recognise and maintain confidentiality 	

Safer Recruitment Checks

As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.

- Asylum and Immigration right to work in the UK
- Reference check: external candidates require 2 references, one of which must be your from present or most recent employer: Internal candidates require 1 reference from current line manager.
- Candidate Disclosure Check, where applicable

Behaviour Framework

The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:

Own It – what can you do

- Are motivated to deliver the best possible services possible.
- Aim to get things right first time and commit to continuous improvement.
- Demonstrate fairness, inclusivity, valuing diversity and equality.
- Ensure compliance with external/internal regulations and that you and others are responsible and accountable.
- Take ownership of decisions and consider the wider implications for you, the team, and the organisation.
- See a job through to completion.
- Be accountable for outcomes good or bad.

Be a great team - what can you do

- Work together with colleagues and customers and take time to build effective working relationships.
- Celebrate team success and create a positive team spirit.
- Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves.
- Encourage working together for the benefit of customers.
- Works alongside internal and external colleagues to meet common objectives.
- Actively and respectfully listens to people in order to understand them and their views.
- Contributes appropriately to team and other meetings and discussions.
- Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.

Do the right thing – what can you do

- Display a positive attitude.
- Are enthusiastic in your approach to tasks.
- Lead by example through sharing your knowledge and skills with others.
- Provide support to your colleagues and team.
- Is aware of and adheres to professional codes of practice and the code of conduct and understand how these impact on employment.

Be Positive - what you can do

- Are punctual and friendly and demonstrate a positive professional attitude.
- Take pride in your own work and that of your team members.
- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.