Section A: Job Details

Reference Number: D-10120

Campaign Type: Concurrent

Job Title: Visitor Assistant

Payband: D2

Pay Range: (£10.35p per hour (£18,298 pro-rata)

Allowances: N/A

Department: Information Services

Section: Visitor Services

Reports To (Job title): Visitor Assistant Supervisor

Number of Posts: 15 plus

Hours (p/w): 7(Saturdays) increasing to a maximum of 34 during holiday periods

Contract Type/Duration: Fixed term for 6 months with the possibility of extension and/or permanency

Issue Date: 02 December 2013

Closing Date for Applications: 22 December 2013

Section B: Scope of the Role

Job Purpose

The key role will be to support the Visitor Services Supervisors in the delivery of Visitor Services within the Palace of Westminster;

To provide a proactive, friendly and professional welcome to all visitors admitted to the Houses of Parliament on Commercial Opening days. This will take place within a shift structure that includes weekend work. Please note that a percentage of each shift will involve outdoor work in all weather conditions with prolonged periods standing on your feet.

On any given day the post holder could be based in one of two areas:

1) In and around the Palace of Westminster ensuring visitors are entering the building efficiently, are in the correct place to start their tour in good time and ensuring tours are departing on time. The post holder will also be based along the visitor route providing information and managing the flow of visitors.

2) In the Ticket Office selling tickets to visitors via a computerised booking system or managing the queue for tickets.

3) Any other duties as and when new facilities or services are introduced.
### ADDITIONAL INFORMATION REGARDING THE POST

**Location**
This post will be located in and around the Palace of Westminster and other buildings on the Parliamentary Estate.

**PLEASE NOTE:**
You will be standing on your feet for most of the day (breaks will be agreed with your line manager). This post requires you to stand outside in all weather conditions, including heat, rain, snow and wind.

**UNIFORM**
The post holder will be required to wear a uniform; this will be provided by the House.

**Hours**
A minimum of 28 hours’ work per month is guaranteed. This will normally be for 7 hours on Saturdays, within a shift which operates between 8.30 am and 7.00 pm. These hours are net (exclusive of meal breaks.)

We expect to offer additional hours of up to 34 net per week during parliamentary recess periods which will be:

- Easter - 10 April-28 April 2014
- Whitsun- 22 May-02 June 2014
- Summer- 23 July- 31 August 2014

**For further information:**
External candidates should refer to the House of Commons careers website [www.houseofcommons-careers.org.uk](http://www.houseofcommons-careers.org.uk)

Internal candidates should refer to the Vacancy Notice Information on the Job Opportunities page on the Career Development, Parliamentary intranet.
### SECTION C: JOB SPECIFICATION

#### DESCRIPTION OF DUTIES

- To actively seek out and help visitors rather than waiting for them to approach.
- To have a visual presence at the main entrance outside of Parliament; ensuring smooth public access and providing information as required.
- To ensure that each visitor is greeted personally in an appropriate manner once inside the building.
- To provide assistance and information for visitors as they make their way along the visitor route.
- To provide visitors with information about visiting Parliament.
- To assist visitors to their destinations within the Parliamentary Estate swiftly and efficiently.
- To identify visitors with additional requirements and to provide support as necessary.
- To also provide support for colleagues; including Members of both Houses, their staff, Police Officers and Security Staff.
- To work alongside security and other staff; to ensure continuity of service and visitor flow through the building.
- To undertake a variety of duties during Commercial Openings, including ticket sales, visitor/guide co-ordination and customer services.
- To be proactive when carrying out ticket selling duties in generating custom and maximising sales.
- To support the Visitor Services Supervisors and other Visitor Services staff in the delivery and expansion of services to visitors.
- To provide administrative support to Visitor Services functions, including the monitoring of leaflet supplies and gathering visitor feedback.
- To carry out other visitor services duties commensurate with the above as and when new facilities are introduced.

**Please note: The successful candidate will be required to undertake an enhanced DBS (Disclosure and Barring Service) check.**
### SECTION D: PERSON SPECIFICATION

#### QUALIFICATIONS

| N/A |

#### SKILLS AND EXPERIENCE

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<th>Assessment Centre</th>
<th>Interview</th>
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<tr>
<td>An understanding of what constitutes excellent customer service in a pressurised visitor/customer service environment.</td>
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<td>Excellent communication skills with the ability to deliver information effectively.</td>
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<td>Experience of working with the public across all ages and nationalities with widely varying requirements; in a front line customer service role.</td>
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<td>The ability to exercise tact, diplomacy and good judgement when dealing with all customers</td>
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<td>Experience of working in a ticketing or cash handling environment.</td>
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<td>A good spoken knowledge of one or more foreign languages</td>
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#### PROPOSED DATE OF ASSESSMENT CENTRE

Successful candidates will be invited to a ½ day Assessment Centre w/c 20 January 2014. There will be two sessions 9.30-12.30 and 2.00-5.00pm. More details will be supplied to successful candidates.