# New PCC Logo for Letterheads (colour)

# EMPLOYEE

# SPECIFICATION

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| **Dept:** Community & Wellbeing | | **Section:** Culture & Events | |
| **Post No:** COMU03026 | **Designation:** Harris Visitor Assistant | | **Grade:** 4  (SCP 6-8) |
| **QUALIFICATIONS**  **E** 3 GSCEs at Grade C or above, or equivalent experience working to support literacy and creative work.  **D** NVQ in customer service-related subject  **D** First Aid Certificate or be willing to become a qualified First Aider | | | |

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| **KNOWLEDGE/SKILLS/ABILITIES**  **E** Ability to engage, communicate and enthuse visitors about the Harris, our offer and services.  **E** Ability to work as part of a team and on own, with limited supervision  **E** Ability to work with members of the public from a wide range of backgrounds  **E** Excellent communication skills, written, verbal and non-verbal, with demonstrable IT skills to assist this  **E** Ability to deal with difficult situations in a calm and helpful manner  **E** Ability to remain vigilant and observant at all times  **E** Commitment to Health & Safety and Equality & Diversity  **E** Ability to undertake lifting and handling of exhibits, books and equipment (with the appropriate training)    **E** Ability to undertake simple cash handling.    **D** Able to work up ladders and on low scaffold  **Experience**  **E** Experience of working in a customer service environment and delivering excellent customer service  **E** Experience of community engagement  **D** Experience of venue security work of a similar nature  **Special Requirements**  **E** Have a passion for reading, art or history and be enthusiastic about sharing it and learning more  **E** A commitment to embedding community empowerment principles in the working practices and organisational culture at the Harris.  **E** Be of smart appearance  **E** Have first class communication skills, be welcoming and approachable with a positive and enthusiastic attitude  **D** Driving Licence  **D** Willingness to work outside of normal working hours on a rota basis |
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| Date produced: April 2025 |