



# Job Description

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This job description may be amended from time to time dependent on job requirements and Service provision.

## Section A

**Post Title: Visitor Experience Assistant - Transport**

**Location: National Wallace Monument**

**Reports to post (Title): Wallace Monument Duty Manager**

**Service: Economic Development & Culture**

**Grade: JE04**

**Eval Ref: A3373**

**Date: February 2021**

## Section B

### Organisational Relationship



## Section C

### Principal Purpose and Objectives

This section lists the main (headline) responsibilities/accountabilities of the job.

- The post holder's main responsibility is for driving and operating the Monument courtesy vehicle which provides a shuttle service to The National Wallace Monument.
- There will be a requirement to carry out general, light maintenance duties in and around the Visitor Attraction as required.
- The post is a customer focused role and there will be an expectation to have a good knowledge of the Visitor Attraction and surrounding area, as well as Stirling's wider tourism offering. All staff within this role will be assessing individuals' needs, upselling products and ensuring customers receive the highest level of customer service at all times.
- The post holder will be expected to ensure that all policies and procedures are adhered to at all times and the Attraction and grounds are tidy and being maintained to the highest possible standard.

## Section D

### Main Duties and Responsibilities

This section provides detail of the main responsibilities/accountabilities. Individual tasks may be included. Note these are illustrative only and are not exhaustive.

The post holder will be responsible for

#### Driving/Maintenance Duties

- Ensure a daily walk around check is completed and documented prior to using the vehicle reporting any defects to their line manager.
- Drivers must ensure that prior to using the vehicle they are comfortable and familiar with all settings on the vehicle.
- The post will require drivers to complete and sign a Driving Entitlement Consent form before driving any vehicle and be medically fit to drive.
- The driver will be responsible to ensure the interior and exterior of the vehicle is maintained and kept to the highest possible standard at all times.
- Drivers must be proficient in manual handling to allow for assisting with the handling and transportation of stock.
- Drivers will be responsible for passenger safety and policies are adhered to.
- It will be the driver's responsibility to assess and report road and weather conditions to ensure that the courtesy vehicle can operate safely for passengers and staff.
- Assess and report any defects with the wood carvings and the woodland trail.
- Ensure that there are adequate winter provisions throughout the Abbey Craig.
- The post will require for light maintenance duties set out by their line manager.
- Attend training courses as and when required.

#### Customer Service

- Delivering a world class welcome to visitors to the Wallace Monument through first class customer service.
- Providing proactive assistance and advice to ensure every customer has the best experience possible while visiting the Wallace Monument.

- Continuously refreshing product knowledge including; the story of the monument, retail, concessions and promotional stock and wider Stirling tourism experiences
- Assisting with front of house and other duties as required by their line manager.
- Attend training/briefings as appropriate
- To comply with the Equal Opportunities Policy.
- Support Marketing & Communications colleagues by highlighting interesting stories and images that may be relevant to the promotions of the Wallace Monument.
- Any other customer service and attraction development work as appropriate to the grade including supporting events and activities.
- To comply with procedures and policies in relation to the Wallace Monument and Stirling Council.
- To liaise with team members and colleagues as appropriate.
- Any other duties that commensurate with the grade and post

## Section E

### Responsibility for Physical Assets, Data and Finance

This section details responsibility for **physical assets**, e.g. vehicles, buildings, stock control/procurement, **data**, e.g. computers, record keeping, **finance** e.g. budget holding/monitoring/cash handling.

- Drivers will be responsible for all aspects of the courtesy vehicle, ensuring that they adhere to the guidelines set out in the Driver Responsibility document issued by Stirling Council
- Drivers will be responsible for light maintenance duties in and around the Monument.
- Drivers will be responsible for the safe transportation of visitors and staff

## Section F

### Communications Skills

This section notes examples of the individuals or organisations with whom the post holder will come into regular contact, and explains the nature of the communication and level of skill required by the post holder.

- Dealing with customers face to face
- Drivers will be required to assess individual's needs and adapt accordingly.
- Dealing with colleagues throughout Stirling Council as and when required.

## **Section G**

### **Mental Skills**

This section details the level of problem solving, analysis, creativity, forward planning/scheduling required.

Drivers need to be practical and forward plan their working day and ensure that the quality of their driving is not compromised in difficult situations.



## Section H

### Working Environment and Physical Effort

This section details the predominant physical environment of the job e.g. Indoor/outdoor working, hazardous conditions, plus any specific physical effort. Any need for out of hours working will be noted.

Drivers will be required to –

- Work in all weather conditions – driving duties mainly involve outdoor working.
- Drivers are required to be physically fit and healthy. There may be a requirement to climb the 246 steps in the Visitor Attraction
- Drivers will be required to walk the Abbey Craig on a regular basis so must be physically fit and healthy.
- Drivers may need to work in adverse weather conditions and need a good understanding of Health and Safety requirement.
- Drivers will be required to transport customers to The National Wallace Monument via a one way road which has pedestrian access. This requires a calm and patient manor.
- Drivers will be required to assist with deliveries and movement of stock.
- There may be a requirement to working out with the normal operating hours.

## Section I

### Knowledge and Skills

This section details the knowledge and skills including any qualifications, specific training or experience required.

#### **Essential Criteria:**

- There is a legal requirement to hold a full Current UK Driving Licence detailing the relevant category of vehicles they are entitle to drive
- Driving experience in a similar environment is desirable
- Manual Handling training is essential
- Good customer service skills
- Good oral and communication skills
- A general knowledge of vehicle maintenance
- Ability to transport deliveries in a safe and secure manner
- Knowledge of general ground and building maintenance
- A sound knowledge of Health and Safety legislation