

## Congleton Town Council Role Profile

<b>Job Title:</b>	Information Advisor	<b>Date:</b>	June 2025
<b>Reporting Line:</b>	Senior Information Advisor	<b>Job Level:</b>	Salary SCP4: £24,404 (FTE - £12.65 per hour)
<b>Hours</b>	Flexible	Ideally available to cover holiday and sickness cover.	

### JOB PURPOSE

We are looking for a friendly team player to be part of the Information Team at Congleton Town Hall. The position is a customer focused role where you will be expected to provide a responsive service to visitors. You will be expected to deal with customers face to face, on the telephone and via email in a friendly, professional and courteous manner in line with Town Council policies. You will also be responsible for selling tickets, souvenirs, local books and gifts to help provide an income for this service.

### KEY RESPONSIBILITIES

- Work with another member of the Information Team to enable the Congleton Information Centre in the Town Hall to run efficiently.
- Sell local products, tickets, souvenirs and books following the Information Centre procedures.
- Help to promote local groups and services.
- Ensure that the Information Centre is kept clean and tidy.
- Respond to requests via the phone, email and face to face.
- Provide handover notes for the Information Staff on issues that need resolving.
- Any other reasonable tasks as directed by the Senior Information Advisor to assist the running of the Information Centre within the job holder's skill and competence.

## DIMENSIONS

### Internal

No Line management responsibility for staff.

Handle money on a daily basis.

Prepared to help cover the Information Centre during holidays and sick leave.

### External

Daily face to face, telephone and email contact with the public.

## KNOWLEDGE, SKILLS AND EXPERIENCE

### Essential Skills:

Excellent communication skills.

Ability to converse at ease with customers and provide clear advice and information.

Experience of computers, telephones and standard office equipment.

Confident to handle financial transactions using the till or card reader.

A keen team player.

### Useful Skills:

Confidence to update databases and website information.

A knowledge of Congleton and its organisations.

Ability to search for information online.

Knowledge of GDPR.

Administration of social media profiles such as YouTube, Facebook, Twitter and Instagram.

### Experience:

Previous work in a customer-facing environment.

Previous experience of sales.

### Knowledge:

Awareness of Congleton's attractions.

An understanding of the Visitor Economy.

An understanding of the Town Council and Local Government Structure.

### Personal Style:

Confident to represent the Town Council.

Professional and flexible approach and attitude.

Ability to understand, demonstrate and apply Local Government values: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, Leadership.