



SAUNDERSFOOT HARBOUR

and the

WALES INTERNATIONAL COASTAL CENTRE

Visitor & Operations Assistant

Salary: £18,500 - £21,500 pa

Role: 1 Year Contract, Full time

The Wales International Coastal Centre (WICC) is a £10 million development currently underway at Saundersfoot Harbour, funded by the Welsh Government, European Funding Body and Coastal Communities Fund. The new development comprises of the Welcome & Heritage Centre, Ocean Square Plaza and Retail Units, National Events Deck and Coastal Schooner, Marine Centre of Excellence, and three interpretation centres focusing on the coal mining and maritime heritage of Saundersfoot, and the environment.

As part of this development, Saundersfoot Harbour are now seeking a Visitor & Operations Assistant to support our management team through fit-out and the ongoing operation of the Wales International Coastal Centre.

Primary responsibilities include:

- Assisting with the day-to-day operation and facilities management of the Harbour premises.
- Assisting with the running and development of the Welcome & Heritage Centre, Coastal Schooner, and Storm Centre.
- Assisting with the organisation, logistics and management of events.
- Assisting with marketing and promotion of visitor attractions and events.
- Assisting to maintain, update and increase the Harbour's online presence.
- Handling complaints and enquiries.

If you can offer experience in a customer-facing role within the tourism industry, facilities management, event coordination, marketing, public relations, or customer/community liaison, then we would like to hear from you.

For more information about the duties and experience required, please see below.

Duties:

- Dealing with visitor enquiries and referring these on where necessary/appropriate. This will include phone and online supported platforms etc.
- Providing visitors with relevant information such as tour times, route maps etc.
- Daily: opening and closing of the Welcome Centre /other visitor attractions and cash handling
- Identifying seasonal trends and marketing opportunities to assist the executive team in maximising the potential of the WICC visitor attractions
- Accurately maintaining and developing client databases for marketing campaigns, press releases, the website and social media
- Liaising with the Harbour's customers and contractors



- Managing teams of staff and their training, when required
- Any other duties that are appropriate to the post

Qualifications & Experience:

Essential

- Educated to a good standard or able to show appropriate equivalent experience.
- Computer literate with Microsoft Office skills suitable for the post duties plus excellent verbal and written communication skills
- Ability to deal with enquiries and complaints, and remain calm and respond positively to challenging situations
- Strong attention to detail, organisational and administrative skills with the ability to prioritise and multi-task while maintaining a high degree of responsibility and confidentiality
- A flexible, friendly and confident manner with good interpersonal skills when relating to the public and staff
- A self-starter and team player with a positive and enthusiastic hands-on approach to problem solving and decision making
- Ability to manage a varied workload in a busy environment
- This is an active role and will require a good level of fitness
- The role will involve evening, weekend and bank holiday work and requires a flexible approach.
- Must have a full, clean driving licence and access to their own transport

Desirable

These competencies are desirable although not essential as training can be given in line with the needs of the business.

- Previous experience in a customer-facing role within the tourism industry
- Creativity and willingness to develop skills in visual marketing e.g. poster design, advertisements etc.
- Cash handling, using an EPOS system, and management of stock levels
- Knowledge of facilities management and the ability to arrange ongoing repairs and maintenance within the budget
- Experience of CMS, email marketing, and social media for business use
- Ability to speak Welsh

Personal Qualities and Attributes:

An understanding and commitment to equal opportunities; Clear understanding of Health and Safety and Risk Assessment processes; results oriented; self-motivated; ability to work under pressure; integrity; fairness and consistency; willing to learn new skills, where necessary, to effectively undertake the role.

This job description is not intended to be exhaustive and in addition to these functions, the post holder is required to carry out such other duties as may reasonably be required, provided it is within their competence and /or training will give that competence.

This post has been made possible due to the development of the new Harbour facilities with support from Welsh Government European Funding and the Coastal Communities Fund.