



Castle Visitor Assistant
Places Directorate
Part Time, 18.5 hours per week
Scale 3, Salary £17,681 to £18,672 pro rata (pay award pending in April 2019)
Fixed term until October 2020

Who we are... Rutland County Council is the smallest Unitary Authority in England, but just because we are a small team does not mean we cannot make a big difference, *multum-in parvo* is our motto! Rutland offers fantastic opportunities to make a real difference to the lives of residents in our local community – we really are one of the best places to live, learn, work, play and visit. This is your chance to become part of an amazing team, delivering great services throughout the county.

Who you are... Enthusiastic, motivated and determined to provide excellent customer service you will be able to help us make one of Rutland's most iconic places self-funding. Providing a welcoming and inclusive front of house service, you will be the first port of call for visitors both in person and online. You will be able to use your creativity to work with colleagues to design and deliver engaging displays, activities and resources for our visitors.

What we need from you... You will be able to bring your previous experience of working with the public delivering high levels of customer care, and cash and payment handling to this role. With good IT skills you will be able to manage back office tasks, and handle deliveries for our gift shop. Happy to work on site alone, you will also take responsibility for securing the premises.

What we offer in return... Work that makes a difference to people's lives within this beautiful county, in addition to structured salary reviews, local government pension scheme, discounted access to 'Active Rutland' keep fit activities and Flexi-Time to name just a few!

We act as 'One Council' in all we do, with each of us working together in the most effective way to meet the needs of our customers every day – if you share this ethos then we really want to hear from you...

We are also looking for casual staff to join our team at the Castle working flexibly as and when required. Please visit our website for further information.

What to do now... Please visit our website www.rutland.gov.uk for further information. For an informal discussion regarding the post, please contact Robert Clayton, Head of Culture and Registration on 01572 758435 or email: rclayton@rutland.gov.uk

The closing date for applications will be Monday 18th March 2019 and interviews will take place on Monday 25th March 2019 – please follow the links to apply online. Alternatively you can contact one of the HR team for an application pack, email: recruitment@rutland.gov.uk or call 01527 758291

All recruitment correspondence, including interview details, will usually be sent out via email. If you require documentation/correspondence in an alternative format, please contact the HR team.

Rutland County Council is committed to Equality and Diversity and welcomes applications from all sections of the community.

Everyone at Rutland County Council has a responsibility for, and is committed to, safeguarding and promoting the welfare of Children, Young People and Vulnerable Adults and for ensuring that they are protected from harm.

