



## Job Description:

<b>Job title</b>	Support Assistant
<b>Hours per week</b>	28 hours – 18 month fixed term contract
<b>Working pattern</b>	Friday – Monday (April to September) Tuesday – Friday (October to March)
<b>Service</b>	Executive and Business Support
<b>Team</b>	Executive and Business Support Team
<b>Job location</b>	National Park Headquarters / Home
<b>Line Manager</b>	Executive and Business Support Manager
<b>Band</b>	A

<b>Key purpose .....</b>	<b>1</b>
<b>Key accountabilities.....</b>	<b>2</b>
<b>Person specification .....</b>	<b>3</b>

### Key purpose

During the visitor season, the post holder will deliver an efficient, customer-focused administration and communications service across the organisation, with a particular emphasis on weekend support.

Throughout the winter season the post holder will provide an efficient and effective front of house service, ensuring the smooth running of front of house, while providing exceptional customer service. You are first point of contact for all visitors and customers, so you're always representing the organisation.

Working as part of the Executive and Business Support Team, the post holder will provide a high-quality experience, an inspiring and responsive front-line service for the Park Authority.

Through initial direction from your manager and in response to service demand, this post will provide administrative and communications support to any of the sections as appropriate, ensuring an effective and courteous service is provided.

You will play a key role in providing consistent and up to date information and advice and responding to enquiries and feedback to key audiences and customers of the National Park Authority across a range of customer-facing channels including online.

This role will also help support the sharing and coordination of information relating to visitor experience and visitor management both internally across the organisation and with key partners.

### **Key accountabilities**

- Provide a high-quality customer-focused service to internal and external customers. Deal efficiently, courteously and effectively with a wide variety of enquiries and issues regarding National Park Authority business as part of the general enquiries business system.
- Provide weekend support for the continuity and smooth operation of business-critical systems including the National Park's camping booking system and website and ensure delivery of and access to relevant information or reports for external and internal customers.
- Provide advice, information or guidance to internal and external customers for queries or issues in relation to these business systems e.g. dealing with general enquiries over the phone, email and on social media channels ensuring consistency of tone, style and message.
- Work closely with our Communications team to share pre-prepared digital content, monitor social media channels at weekends and where relevant respond to simple enquiries and/or escalate issues to senior colleagues.
- Provide secretariat support for Visitor Management Group meetings.
- Coordinate and share information and feedback from external customers and stakeholders with relevant internal teams and partners.
- Undertake any other duties appropriate to the grade as required.

## Person specification

<b>Assessment Areas</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<i>Relevant Experience</i>	<ul style="list-style-type: none"> <li>• Experience of working in a busy customer focused environment.</li> <li>• Experience of using a switchboard/experience of call handling</li> <li>• A passion for digital media and experience using a range of social media channels.</li> <li>• Experience successfully working on a range of projects and activities at one time.</li> <li>• Working with a range of teams to deliver projects or activities.</li> <li>• Reporting and analysing data.</li> <li>• Experience of minute taking</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using a Microsoft Teams and M365.</li> <li>• Experience of working within the public sector.</li> <li>• A good understanding of the National Park and its audiences.</li> <li>• Experience of creating/editing website content.</li> <li>• Marketing, communications or digital marketing knowledge.</li> <li>• Experience of managing social media channels.</li> </ul>
<i>Specific Skills, Abilities and Qualities</i>	<ul style="list-style-type: none"> <li>• Computer literate, with the ability to pick up new technologies with ease.</li> <li>• Good written communications skills.</li> <li>• Excellent interpersonal skills, able to build productive relationships with internal and external stakeholders.</li> <li>• A keen eye for detail.</li> <li>• Organised, with the ability to work to tight deadlines.</li> <li>• High level of self-motivation.</li> <li>• Proactive, flexible, responsive and keen to embrace new systems and ways of working</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work with databases and business information systems</li> </ul>
<i>Required Qualifications</i>	<ul style="list-style-type: none"> <li>• Administration related qualification or equivalent relevant experience in a business, marketing or admin setting.</li> </ul>	<ul style="list-style-type: none"> <li>• Marketing/communications related qualification or equivalent relevant experience.</li> </ul>
<i>Desirable Qualifications</i>		

*Any Additional  
Job-Related  
Requirements*

--

- Current UK Driving Licence or access to transport.