



Buckingham Town Council

JOB VACANCY

Tourist Information Centre / Shopmobility Assistant

Zero Hours Contract (weekend work required)

SCP 5 starting from £12.85 per hour

Convenient town centre location

Buckingham Town Council is seeking a friendly and flexible individual to support the Tourist Information Centre and Shopmobility Scheme. Key responsibilities include:

- Providing excellent customer service and assisting visitors and Shopmobility users
- Supporting the Tourist Information Supervisor and Deputy Town Clerk with daily operations
- Promoting Buckingham as a destination and helping with local events
- Managing stock, literature, bookings, and basic administration
- Assisting with marketing, social media, and customer data collection
- Ensuring a clean, safe, and welcoming environment

For informal enquiries, contact Zo Taylor, Deputy Town Clerk, on 01280 816426 or deputytownclerk@buckingham-tc.gov.uk.

How to Apply:

Application packs are available at www.buckingham-tc.gov.uk or by calling 01280 816426. Completed application forms (no CVs) must be posted to:

Private and Confidential – Deputy Town Clerk

Buckingham Town Council,
Buckingham Centre,
Verney Close,
Buckingham,
MK18 1JP

Closing Date for Applications: Monday 21st July 2025 at 2200 hrs



Job Description

Post Title: Tourist Information Centre / Shopmobility Assistant

Accountable to: Tourist Information Centre Supervisor

Job Purpose:

- Provide an exemplary, efficient and effective service to all visitors, enquirers and Shopmobility Scheme users promoting Buckingham and the surrounding area as a leading destination to visit, stay, live, study and do business in.
- Provide support to the Tourist Information Supervisor and the Deputy Town Clerk, assisting in all areas of the operation of the Tourist Information Centre (TIC).
- Assist in the day-to-day operation and promotion of the Shopmobility Scheme.

1. Customer Service

- Provide the highest level of customer service, responding to all enquiries in a professional, comprehensive and timely manner.
- Assist the TIC Supervisor and deputy Town Clerk with developing the services and products responsive to the needs of visitors and Shopmobility scheme users.
- Assist with the ordering of saleable stock, merchandising and stock control.
- Contribute towards maximising revenue generation and achieving income targets.
- Ensure the TIC and Shopmobility scheme create a welcoming, professional and positive image of Buckingham.
- Assist with promotional events as required.
- Help promote and run the Shopmobility scheme with the aim of assisting persons with reduced mobility to more fully use the town's facilities.
- Assist Shopmobility users to make safe use of the equipment provided.

2. Administration

- Assist with all administration procedures relating to the operation of the TIC and Shopmobility, including cash reconciliation and banking.
- Utilise technology to improve information provision including the capturing of customer data and social media.
- Assist with updating of information including events and organisations
- Assist with the collection of statistics including visitor numbers and accommodation bookings.
- Operate the Shopmobility booking system and complete accurate records regarding membership, usage and user training.
- Assist with the ordering and racking of free literature within guidelines given.

3. Other Duties

- Opening and closing of Old Gaol Museum and assisting with museum tasks as required.
 - Undertake other duties as directed by TIC Supervisor or the Deputy Town Clerk.
 - Ensure that premises and equipment are safe, clean and serviceable.
 - Use appropriate PPE and comply with Health and Safety and the Data Protection Act.
 - Attend training courses in accordance with identified training requirements.
 - Other duties as the Council may reasonably require from time to time.
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Buckingham Town Council

Person Specification

POST TITLE: Tourist Information Centre / Shopmobility Assistant

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE	Previous experience with handling money	Experience working in customer service industry.	Application Form Interview
QUALIFICATIONS/ TRAINING	Basic computing skills.	Minimum GSCE or equivalent, Grade C, including Maths and English	Application Form Interview
KNOWLEDGE		Electronic Diary Management Systems	Application Form Interview
PRACTICAL & INTELLECTUAL SKILLS	Good level of effective communication, both written and verbal Ability to use the internet to research enquiries	Proficient in the use of Word processing, spreadsheets and email.	Application Form Interview
DISPOSITION/ ATTITUDE	Flexible attitude to work Mature and confident manner Reliable and able to work unsupervised Sound organisational skills Ability to work as part of a team	Able to prioritise workload and work unsupervised.	Application Form Interview
SPECIAL REQUIREMENTS	Willingness to work evenings, weekends and bank holidays.		Application Form Interview



Signed:	
Dated:	
Name:	