



BUCKINGHAM TOWN COUNCIL APPLICATION PACK

Buckingham Town Council

JOB VACANCY

Tourist Information Centre Supervisor

Buckingham Old Gaol, Market Hill

30 Hours per week (5 days of 6 hours)
£26,403 pro-rata (salary band 7 at £13.69ph)

We have an exciting opportunity for someone to join our team to manage the day-to-day running of the Tourist Information Centre (TIC), based in the Old Gaol in the heart of Buckingham.

Promoting Buckingham and the surrounding area as a tourist destination, and advertising local events and activities, the TIC Supervisor will create, implement and be responsible for the programme of visitor welcome and information provision.

Tasks will include:

- Providing a comprehensive service to all visitors in the area and more widely through face to face, telephone e-mail and social media channels
- Developing positive working relationships with tourism and other related businesses and partners including schools, social clubs and local businesses
- Identifying opportunities and organising displays promoting the TIC services within the town
- Identifying customer trends, maximising sales, sourcing and ordering of saleable stock
- Taking operational control of all financial activities including purchasing stock, ticketing, pricing, cash handling and reconciliation

The TIC is open six days a week (potentially seven in the summer months) and the post will involve working on a rota with other staff, so weekend working is required.

For an informal discussion about the post, please contact the Deputy Town Clerk on 01280 816 426.

Application packs are available from www.buckingham-tc.gov.uk and should be submitted either by post to:

Buckingham Town Council
Buckingham Centre
Verney Close
Buckingham
MK18 1JP

or by email to: deputytownclerk@buckingham-tc.gov.uk

Closing date for applications: **12pm on Tuesday 4th November 2025**





BUCKINGHAM TOWN COUNCIL APPLICATION PACK

Job Description

Post Title: Tourist Information Centre Supervisor

Accountable to: Deputy Town Clerk

Job Purpose:

To manage the day to day operation of Buckingham Tourist Information Centre (TIC) providing exemplary, efficient and effective information services to its customers, promoting Buckingham as a destination to visit, stay, live, study and do business in.

To engage with, and provide support to, the local tourism industry, attracting visitor spend in the local economy.

1. Strategic implementation

- Operate the TIC as a nationally recognised TIC. Understand the nature, role and remit of the TIC
- Raise the profile of Buckingham and the area, positively influencing the impact on the local economy, through first class information provision

2. Tourist Information Centre

- Create, implement and be responsible for the programme of visitor welcome and information provision at Buckingham TIC
- Utilise technology to improve information provision including the capturing of consumer data for marketing purposes
- Promote Buckingham and area tourism products within the TIC and elsewhere
- Be able to provide a comprehensive service to all visitors in the area and more widely through face to face, telephone e-mail and social media channels
- Direct, supervise, develop and expand the TIC visitor information services
- Give input to, and distribute, high quality and accurate promotional material
- Manage the 'out of hours' information display, telephone, email and website enquiries
- Take responsibility for opening and closing of Old Gaol building including setting/testing alarms and completing safety checks
- Maintain the diary for TIC and Old Gaol bookings etc
- Oversee museum volunteers

3. Commercial Services

- Be responsible for identifying customer trends, maximising sales, sourcing and ordering of saleable stock in accordance with budget set by Buckingham Town Council
- Research new agencies and services
- Take operational control for all financial activities including purchasing stock, ticketing, pricing, cash handling and reconciliation, in conjunction with the Deputy Town Clerk
- Initiate and coordinate partnership activities with the local tourism industry and business community
- In conjunction with the Deputy Town Clerk, identify and manage other revenue opportunities





BUCKINGHAM TOWN COUNCIL APPLICATION PACK

4. External liaison

- Represent Buckingham TIC at meetings as requested by Buckingham Town Council
- Liaise with other relevant agencies
- Develop positive working relationships with tourism and other related businesses and partners including schools, social clubs etc
- Liaise with commercial partners in service delivery within the centre
- Identify opportunities and organise displays promoting the TIC services within the town
- Identify opportunities and organise information services and displays at special events

5. Staff responsibility

- Have direct line management responsibility for staff at Buckingham TIC
- Organise staff rota to ensure adequate cover during agreed opening hours
- Motivate, monitor, maintain and develop the team environment within the TIC
- In conjunction with the Deputy Town Clerk undertake management of TIC team to include recruitment, training, staff performance reviews and relevant implementation of disciplinary and welfare policies in conjunction with Buckingham Town Council procedures

6. Administrative activity

- Adopt and implement the aims and objectives of Buckingham Town Council
- Monitor and collate information on performance indicators, visitor numbers and other relevant statistics
- Produce appropriate reports on TIC performance as required
- Ensure the security of all cash received is handled correctly in accordance with the agreed procedures
- Maintain the centre as a well ordered, tidy and attractive environment at all times
- Manage security and health and safety policies and procedures including emergency and public safety procedures
- Actively implement Buckingham Town Council's equal opportunities policy
- Ensure the TIC maximises its potential to support businesses through social media
- Other relevant duties as required





BUCKINGHAM TOWN COUNCIL APPLICATION PACK

Person Specification

Post Title: Tourist Information Centre Supervisor
Accountable to: Deputy Town Clerk

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE	<ul style="list-style-type: none"> Experience of working in public facing / customer service role Supervisory experience 	<ul style="list-style-type: none"> Experience in the retail sector would be an advantage 	Application Form Interview
QUALIFICATIONS/ TRAINING	<ul style="list-style-type: none"> Good general education A high standard of spoken and written English 	<ul style="list-style-type: none"> Fire Safety Qualified first aider or willing to undertake training 	Application Form
KNOWLEDGE & SKILLS	<ul style="list-style-type: none"> Strong people management skills with ability to motivate others and lead by example Good IT skills, able to use the internet and social media Customer service skills Excellent communication skills Confident, self-motivated and able to work autonomously when required Good familiarity of Buckingham and the surrounding area 	<ul style="list-style-type: none"> Analytical Skills Record keeping Knowledge of health & safety legislation 	Application Form Interview
DISPOSITION/ ATTITUDE	<ul style="list-style-type: none"> Intuitive people skills to deal effectively with any situation of conflict or risk arising from dealing with the general public A professional attitude and approach Flexible Friendly disposition Able to use initiative to identify and solve problems 		Interview
SPECIAL REQUIREMENTS	<ul style="list-style-type: none"> Able to work a rota to include weekends, Bank Holidays and flexibility to provide cover as and when required 		Application Form





BUCKINGHAM TOWN COUNCIL APPLICATION PACK

Post applied for	Tourist Information Centre Supervisor
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PERSONAL DETAILS			
Surname		Title	
First Name(s)			
Address			
National Insurance No			
Telephone No		Mobile	
Email Address			
Do you have a current valid driving licence		Yes/No	

CURRENT OR LAST EMPLOYER			
Employer's name		Position held	
Employer's address			
Date started		Date finished	
Salary		Reason for leaving	
Please give a brief summary of duties:			
When would you be available for employment?			

PREVIOUS EMPLOYMENT			
<i>Please list, detailing the most recent first</i>			
From		To	
Position Held			
Name of Employer			
Address of Employer			
Salary		Reason for Leaving	
Brief Summary of Duties:			





BUCKINGHAM TOWN COUNCIL APPLICATION PACK

Previous Employment Continued					
From		To			
Position Held					
Name of Employer					
Address of Employer					
Salary		Reason for Leaving			
Brief Summary of Duties:					
Previous Employment Continued					
From		To			
Position Held					
Name of Employer					
Address of Employer					
Salary		Reason for Leaving			
Brief Summary of Duties:					
Previous Employment Continued					
From		To			
Position Held					
Name of Employer					
Address of Employer					
Salary		Reason for Leaving			
Brief Summary of Duties:					
Continued					
From	To	Position Held	Name & Address of Employer	Salary	Reason for Leaving



BUCKINGHAM TOWN COUNCIL APPLICATION PACK

EDUCATION (since age 11)		
Dates	School, College, University etc.	Examinations, Subjects and Results

(Continue on another sheet if required. *Please note you will be required to produce evidence*)

JOB RELATED TRAINING/PROFESSIONAL QUALIFICATIONS (include membership of professional institutes, non vocational training and state standard and level achieved) Please list, detailing the most recent first		
Date	Awarding Body/Institute	Qualifications/Membership Level

(Continue on another sheet if required. *Please note you will be required to produce evidence*)

SUPPORTING STATEMENT



BUCKINGHAM TOWN COUNCIL APPLICATION PACK

Drawing upon your experience, skill, abilities and qualifications you should demonstrate their relevance to the job that you have applied for. Use the job description and person specification as a guide and be sure to demonstrate your ability to do the job where you can. You should also explain why you are applying for the job.



BUCKINGHAM TOWN COUNCIL APPLICATION PACK

REFERENCES

Please give details of two people who can provide information that will confirm your suitability for the post. Where appropriate one person should be your current or most recent employer.

Please note that for certain posts the council reserves the right to contact any previous employer and request a reference in addition to the two detailed below.

1	Name		2	Name	
	Position			Position	
	Relationship			Relationship	
	Address			Address	
	Telephone No.			Telephone No.	
	Email address			Email address	
	Can we contact before interview?	Yes/No?		Can we contact before interview?	Yes/No?

ASYLUM & IMMIGRATION ACT 1996

Under the Asylum & Immigration Act 1996, we can only offer you a job if you have the right to live and work in the United Kingdom. You will therefore be requested to produce appropriate documentation.

Are you legally entitled to live and work in the United Kingdom and are able to produce documentation? Yes ☐ No ☐

FURTHER INFORMATION AND DECLARATION

Canvassing

All forms of canvassing will automatically disqualify candidates from employment e.g. you must not ask a Councillor or Officer to use their influence to help you gain this job.

- Are you related to a Councillor or Officer of the Council?

If yes, please give Name	Relationship
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If the post you have applied for involves driving duties/ability to travel to different locations, are you able to fulfil these duties?

- ## Special Arrangements

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I can confirm that to the best of my knowledge the above information is correct. I accept that providing deliberately false information could result in my dismissal.

I understand information from this form may be computerised for personnel/ employee administration/equal opportunities monitoring purposes in accordance with the Data Protection Act 1988. In addition, in accordance with this Act, this information may also be used for the prevention and detection of fraud and crime.

WARNING: any person appointed to the Council having given false information will be liable to dismissal without notice.

Signed:		Date:	
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BUCKINGHAM TOWN COUNCIL APPLICATION PACK

PLEASE SEND THIS FORM IN SEPARATELY TO YOUR APPLICATION FORM

Buckingham Town Council wants to meet the aims and commitments set out in its equality policy. This includes not discriminating under the Equality Act 2010, and building an accurate picture of the make-up of the workforce in encouraging equality and diversity.

The organisation needs your help and co-operation to enable it to do this, but filling in this form is voluntary.

The information you provide will stay confidential, and be stored securely and limited to only some staff in the organisation's Human Resources process.

Gender Man ☐ Woman ☐ Non-binary ☐ Prefer not to say ☐

If you prefer to use your own term, please specify here _____

Are you married or in a civil partnership? Yes ☐ No ☐ Prefer not to say ☐

Age 16-24 ☐ 25-29 ☐ 30-34 ☐ 35-39 ☐ 40-44 ☐ 45-49 ☐
50-54 ☐ 55-59 ☐ 60-64 ☐ 65+ ☐ Prefer not to say ☐

What is your ethnicity?

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box

White

English ☐ Welsh ☐ Scottish ☐ Northern Irish ☐ Irish ☐

British ☐ Gypsy or Irish Traveller ☐ Prefer not to say ☐

Any other white background, please write here: _____

Mixed/multiple ethnic groups

White and Black Caribbean ☐ White and Black African ☐ White and Asian ☐

Prefer not to say ☐

Any other mixed background, please write here: _____

Asian/Asian British

Indian ☐ Pakistani ☐ Bangladeshi ☐ Chinese ☐ Prefer not to say ☐

Any other Asian background, please write in: _____

Black/ African/ Caribbean/ Black British

African ☐ Caribbean ☐ Prefer not to say ☐

Any other Black/African/Caribbean background, please write in: _____

Other ethnic group

Arab ☐ Prefer not to say ☐ Any other ethnic group, please write here: _____





BUCKINGHAM TOWN COUNCIL APPLICATION PACK

Do you consider yourself to have a disability or health condition?

Yes ☐ No ☐ Prefer not to say ☐

What is the effect or impact of your disability or health condition on your ability to give your best at work?

Please write in here: _____

The information in this form is for monitoring purposes only. If you believe you need a 'reasonable adjustment', then please discuss this with your manager, or the manager running the recruitment process if you are a job applicant.

What is your sexual orientation?

Heterosexual ☐ Gay woman/lesbian ☐ Gay man ☐ Bisexual ☐

Prefer not to say ☐ If you prefer to use your own term, please specify here: _____

What is your religion or belief?

No religion or belief ☐ Buddhist ☐ Christian ☐ Hindu ☐ Jewish ☐

Muslim ☐ Sikh ☐ Prefer not to say ☐ If other religion or belief, please write here: _____

What is your current working pattern?

Full-time ☐ Part-time ☐ Prefer not to say ☐

Do you currently have a flexible working arrangement?

None ☐ Flexi-time ☐ Staggered hours ☐ Term-time hours ☐

Annualised hours ☐ Job-share ☐ Flexible shifts ☐ Compressed hours ☐

Homeworking ☐ Prefer not to say ☐ If other, please write here: _____

Do you have caring responsibilities? If yes, please tick all that apply

None ☐ Primary carer of a child/children (under 18) ☐

Primary carer of disabled child/children ☐

Primary carer of disabled adult (18 and over) ☐ Primary carer of older person ☐

Secondary carer (another person carries out the main caring role) ☐

Prefer not to say ☐

PLEASE SEND THIS FORM IN SEPARATELY TO YOUR APPLICATION FORM

Please return the completed form in an envelope marked 'Strictly confidential' addressed to:

**Deputy Town Clerk, Buckingham Town Council, Buckingham Centre, Verney Close, Buckingham,
Bucks MK18 1JP**

