

## Charnwood: Leicestershire Scout and Guide International Camp

<b>Role Description:</b>	Communications: Team Member
<b>Role Purpose:</b>	Provide Information and assistance to campers/staff
<b>Appointed By:</b>	Communications Manager
<b>Responsible to:</b>	Charnwood Information Centre Team Leader
<b>Reporting to:</b>	Charnwood Information Centre Team Leader
<b>Responsible for:</b>	Assisting with media during camp and working in the information centre
<b>Main Contacts:</b>	Staff Participants Visitors to Charnwood
<b>External Contacts:</b>	External visitors to camp

### Key Tasks:

- To assist in providing an information and assistance service to the camp through the Information Centre (including the resolution of problems).
- To handle post and telephone calls in a timely and appropriate manner.
- To assist in welcoming staff, campers and visitors to the camp.
- To assist in the provision of refreshments for visitors.
- Expected to work in shifts between 9am-10pm throughout the camp
- Handle DVD Sales and Photo Bookings
- Encourage Campers involvement with media including own content in media publications/website/social media
- Contribute to and implement the policies, aims and objectives of the event
- Any other job of a similar or related nature requested by the Camp Directors or CMT

### Skills: able to;

- Work to deadlines
- Communicator effectively with others both orally and in writing
- Adapt quickly to a wide range of situation
- Manage their time effectively
- Friendly and approachable with a “can do” attitude
- Flexible – able to help customers with the “unexpected”
- Able to providing Good Customer Service

Including responsibility for the following **event** policy(s);

- All policies relating to the job role.

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