# Hosting Proforma

Tourism NI

 Name of Host

 Organisation

**1. Interchange Manager’s details**

Roslyn Duff

 Name

 Organisation/

Tourism NI

 Department

Linum Chambers

Bedford Square

Bedford Street

Belfast BT2 7ES

 Address

 Telephone Fax number

28 9023 1221

 Number

r.duff@tourismni.com

 E-mail

Type of Opportunity

Secondment – Quality Advisor

**2. Details of hosting opportunity**

 Description of opportunity

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| From a very low base a decade ago, tourism has emerged to become one of Northern Ireland’s key economic sectors. We currently attract over 2.3m international visitors. They contribute almost £800m annually to the local economy and this helps sustain employment for over 58,000 people across Northern Ireland. We currently require a Finance Manager to provide maternity cover. Tourism NI is currently working to a new Corporate Plan 2017-21 in support of our new draft Tourism Strategy 2025 and this is an excellent opportunity to join at an exciting, interesting and busy time.  |

 Main objectives of the opportunity

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| **GENERAL RESPONSIBILITY**The overall purpose of this position is to undertake statutory inspections, as specified by the Tourism (Northern Ireland) Order 1992, and specified quality grading assessments under Tourism Northern Ireland’s (Tourism NI’s) accommodation and visitor experience Quality Grading scheme. The Job Holder will be responsible for ensuring a highly effective and efficient Certification and Quality Grading assessment service for the tourism industry, based on consumer expectations and needs. The Job Holder will provide a quality verbal and written advisory service to the tourism industry, and will encourage, motivate and support the industry in providing a quality visitor experience to increase Northern Ireland’s attractiveness and competitiveness as a destination. **MAIN DUTIES**The Job Holder will be responsible for the following areas and activities:**Certification and Quality Grading Schemes Delivery*** Carry out statutory inspections and/or Quality Grading assessments on allocated tourism businesses to objectively assess and determine the quality and standards of facilities and services.
* Evaluate and analyse assessment results and provide appropriate verbal and written feedback to business operators.
* Provide statutory, quality and business advice, as appropriate to the business, and submit inspection reports within five working days of assessment.
* Plan an effective assessment schedule to ensure that the Quality & Standards (Q&S) Unit reaches statutory and quality assessment targets, and to keep travel and expenses to a minimum.
* Meet with owners, managers and developers to give advice on the development of tourism businesses in line with Tourism NI’s Certification and Quality Grading schemes.
* Develop constructive working relationships with the tourism industry, in a client executive role, to support Tourism NI’s strategic goals and objectives.
* Become competent in the use of the Q&S IT system to schedule assessments, update the Q&S database and submit inspection reports.
* Ensure all work, including reports, letters and emails, are accurate and professionally presented, with due consideration given to Freedom of Information (FOI) / General Data Protection Regulations (GDPR).
* Investigate complaints, produce responses and issue to the office within ten working days of receipt.
* Provide evidence in the case of non-compliant premises to enable legal process to be followed and exhausted.
* Provide feedback from industry in relation to the statutory and voluntary schemes to ensure that they remain up to date and fit-for-purpose.
* Communicate positively with colleagues and stakeholders to ensure that information is shared across the organisation.
* Support the Unit Manager to ensure that Unit activities are undertaken professionally, in an efficient and effective manner, and in line with Tourism NI’s Policies and Procedures.

**Line Management*** Provide Line Management responsibilities for the Quality and Standards Grading Unit, as required.

**Additional Duties*** Assist in the delivery of project work within the Unit and across Tourism NI, including representation at working groups and meetings.
* Contribute to the development and delivery of the Operating Plan and Unit Plan, and promote corporate values and behaviours within the team and across the organisation.
* Contribute to Unit work planning and provide support as and when required/requested in relation to performance management and reporting.
* Provide briefing material, draft responses and reports/emails as required by Tourism NI Management, the Department, the NI Assembly and members of the tourism industry/public within specified timelines, in an appropriate and professional format.
* Ensure that Unit processes adhere exactly to the Financial Procedures Manual.
* Support Unit members in the interpretation of criteria and standards.
* Support in the identification and maintenance of operating standards to meet the needs of the Unit and the industry.
* Attend training as and when required and keep abreast of current and projected developments in your area of work.
* Maintain, store and dispose of Unit records in line with the organisation wide EDRM (Electronic Document Record Management) system.
* Any other duties required by Tourism NI management.
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**3. Skills requirements**

What qualities, skills and experience is required from the individual

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| **PERSON SPECIFICATION****ESSENTIAL CRITERIA – EDUCATION/QUALIFICATIONS & EXPERIENCE**1. A Level passes in two subjects; and GCSE grades A-C in English and Mathematics, or equivalent.

**OR**1. A Minimum of three years’ experience at supervisory level with responsibility for managing people.

**AND**1. A minimum of two years’ experience checking compliance and interpreting legislation, policy or guidelines.

**ESSENTIAL CRITERIA - Personal Effectiveness**The Job Holder will possess a strong standard of: 1. Communication and professional writing skills: oral and written.
2. Negotiation, interpersonal and problem-solving skills within a business environment.
3. Organisational and planning skills including the ability to work to strict deadlines, prioritise tasks.
4. IT and Computer Literacy Skills.
5. Customer care and commitment to continuous improvement with both internal and external stakeholders.
6. Ability to work on own initiative, and take the lead where necessary within a team environment.
7. Knowledge of Tourism and Hospitality Management Industry.
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**4. Personnel: Please state below**

 Who will the individual report to?

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| Quality & Standards Staff Officer |

 Who will be the individual’s line manager and/or reporting officer?

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| As above. |

**5. Transfer of learning**

 Please give details of how the Opportunity will benefit your organisation, the

 individual and their organisation.

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| This is a very exciting and busy time for Tourism NI as we await the approval of our draft Tourism Strategy 2025 – A Strategy for growth. This will be an exciting personal development opportunity for someone to contribute to a key corporate area with unit management responsibility and the opportunity to provide corporate governance assurance to the senior management team.  |

**6. Logistics**

Please provide details of the likely start date, duration, location, form of transport required, resources (i.e.; desk, PC, etc.) and funding arrangements for the opportunity.

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| **Start Date**: ASAP**Duration**: Up to 31st March 2020.**Location**: Belfast. However will be expected to travel within Northern Ireland and to GB and the Republic of Ireland to fulfil the requirements of the post.**Resources**: Office based with all relevant facilities including PC, desk and phone etc.**Funding**: Tourism NI will meet salary and associated costs. The salary scale is £26,962 - £27,818.**Form of Transport**: The successful candidate will need to have access to a form of transport in order to fulfil the duties of the post.**Further information**: For further information about the post please contact Roslyn Duff. **Closing Date: 5.00pm on Thursday 18th April 2019.** **For NI Civil Service departmental staff only:** **secondments@hrconnect.nigov.net** **For staff from all other Partner organisations:** **interchangesecretariat@finance-ni.gov.uk** |

**7. Endorsement**

 **Interchange Manager**

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| Roslyn Duff |

**Signed:**

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| 29 March 2019 |

**Date:**