

Lancaster City Council - Job Description & Person Specification

Job Title:	Museum Assistant	Grade:	GG56	Job Code:	LCC536
Service/Team:	Economic Development/ Culture & Heritage	Role Type: *Delete as appropriate	FIXED	Reports to: *Title & LCC Code	Museum Manager LCC531/537
Line Manages: *Title/s & LCC Code	n/a Supervises volunteers				

Job Overview

Overview

- To provide cross-site support in welcoming and actively engaging Museum visitors with our collection, to provide retail and/or catering services, and to ensure the safety and security of museum objects through the invigilation of galleries.

Direct Responsibilities

- Provide assistance and information for visitors, conduct guided tours, demonstrate exhibits as directed, and assist with use of interpretation equipment such as audio visual.
- Patrol the museum, invigilate and supervise visitors, and generally assist in ensuring the security of the building, its contents, staff and public. Assist members of the public to leave the building in the event of an evacuation.
- Reception, ticketing, shop/café sales, cashing-up and stock control. Answer the telephone and give and receive messages.
- To be a keyholder, locking/unlocking the building.
- Prepare and serve refreshments in the museum café and ensure food safety hygiene standards are maintained.
- Deliver and help plan events and activity/craft sessions. Contribute to the museum's social media programme, carrying out basic research where necessary. Facilitate group and school visits.
- Answer enquiries from the general public by email or over the phone.
- Supervise on site volunteers.
- Clean exhibits, under direction.
- Set up, move and dismantle stands, equipment, furniture and exhibitions, under direction.
- Maintain a safe environment for the general public including checking that fire exits are clear.
- To ensure the cleanliness of the museum is of a high standard and that all public areas are regularly checked and maintained.

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- Ensure that information on display is current.
- Ensure that all Council procedures are adhered to, particularly the emergency procedure for the museum.
- Deal with accidents, incidents, complaints and compliments in the appropriate manner and ensure details are recorded on the appropriate recording sheets.
- All other General Duties as requested by the Duty Manager.

Primary Measurable Objectives

Aims:

- To contribute to high visitor satisfaction levels as recorded in user surveys.
- To contribute to increased engagement with visitors with protected characteristics.
- To contribute to increased footfall through providing an excellent visit.
- To ensure that the museum is a safe and secure environment.
- To ensure that the museum is clean, tidy and well maintained.
- To ensure the safety of the museum collections.

Staff Management Responsibilities

- n/a – supervision of volunteers

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training			App Form, Interview, Certificate
Experience	<p>Experience in a customer-facing role, providing excellent customer service.</p> <p>Experience of working in a shop or reception, including cash handling.</p> <p>Experience of assisting/delivering high quality family friendly activities.</p>		App Form, Interview
Job Related Skills, Knowledge & Abilities	<p>Ability to prioritise tasks and understand contribution to the whole service.</p> <p>Ability to set up and move equipment.</p> <p>Basic ICT skills.</p>		App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	<p>To be able to communicate in a high level of English.</p> <p>Excellent communication skills.</p> <p>Be able to work as an active member of a team and to use own initiative, where appropriate.</p> <p>A high level of self-motivation and the ability to be flexible.</p>		App Form, Interview

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Special Requirements/Other	Adhere to the Museum Association's Code of Ethics		App Form, Interview

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	