

JOB PROFILE

Directorate:	Leisure, Waste and Environment
Service Area:	Museum and Carillon
Job Title:	Museum Assistant
Grade:	B
Post Number:	L465
Base/Location:	Charnwood Museum
Responsible To:	Museum Manager
Responsible For:	Nil
Key Relationships/ Liaison with:	LCC Heritage and Collections Teams//Olivias Café Staff/ Carillon Museum Volunteers and Work Placements/Museum Visitors

Job Purpose

- To contribute to the smooth operation of Charnwood Museum and Carillon Tower Museum, focusing on Customer service, security and health and safety.
- To ensure visitors to the museums are welcomed and have an enjoyable experience.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

1.	Supplying information to the public and act as the first point of contact for all customer enquiries, either in organised groups or as individuals, in person or on the telephone.
2.	Taking an active part in all elements of the Museum shop, including ordering, banking, display and sales. This will also include cash handling.
3.	Work at the Carillon Museum, being responsible for the health and safety of all volunteers and visitors.
4.	Supervising the public areas of the Museums, taking responsibility for the security of the building and objects on display as well as visitor safety and comfort. This will include monitoring the CCTV system, locking/unlocking the building and ensuring that the Museum's Health and Safety policy is adhered to at all times.
5.	Assist in the programming, preparation and delivery of a range of events and activities including room and equipment setup.

6.	Assisting the LCC team with exhibition/display preparation. Assisting with assembly etc, taking advice and care in matters of conservation, environment control and security under appropriate instruction/supervision.
8.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
9.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
10	Carrying out minor maintenance work under appropriate instruction / supervision.
11	Performing cleaning duties throughout the Museum building.
12	Liaise effectively with LCC staff to ensure that visitor comments and enquiries are passed on and dealt with appropriately.
13	Delivery of an effective and appropriate service to all service users, fairly and without discrimination.
14	Contribute to the delivery of services by supporting the monitoring and evaluation of customer satisfaction, user levels and other key performance criteria.
15	As a term of your employment, you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may be reasonably be required of you at your initial place of work or any other of the Authority's establishments.

The nature of the work may involve the jobholder carrying out work outside of normal working hours.

As this job is designated as a 'regulated activity' (i.e. it involves certain activities in relation to children and/or vulnerable adults) or is an exempt position under the Rehabilitation of Offenders Act, an enhanced DBS check is essential.

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006 before the coming into force of section 64 of the Protection of Freedoms Act 2012 on 10th September 2012. Therefore a DBS enhanced check (without a barred list check) is an essential requirement.

Prepared by: Museum Manager

Date: November 2022

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	Essential	Desirable
<p><u>Qualifications</u></p> <p>CGSE grade C in Maths and English Language or equivalent qualification</p> <p>Or Demonstrable experience identified within the section below.</p>		✓
<p><u>Experience</u></p> <p>Experience of working with the public in a customer focussed environment. Computer literate with a basic knowledge of MS office packages</p>	✓	✓
<p><u>Skills / Knowledge</u></p> <p>Excellent customer care skills.</p> <p>Must be able to communicate clearly and concisely over the telephone and face to face.</p> <p>The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.</p> <p>Cash Handling experience and ability to complete basic accounting procedures.</p> <p>Knowledge of health and safety at work.</p> <p>Local knowledge to support the role.</p>	✓ ✓ ✓ ✓	✓ ✓
<p><u>Interpersonal Skills</u></p> <p>Able to work cooperatively and supportively as part of a team.</p>	✓	

	Essential	Desirable
Must be able to demonstrate a methodical approach to work and to show initiative.	✓	
<u>Other requirements</u>		
Must be able to carry out cleaning and light lifting with reasonable adjustments if required.	✓	
Must be able to work flexible hours, including evenings, weekends and bank holidays.	✓	
Flexible approach to work.	✓	
An understand of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	

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