

Lancaster City Council - Job Description & Person Specification

Job Title:	Casual Museum Assistant (Education & Outreach)	Grade:	GG5 6	Job Code:	LCC
Service/Team:	Sustainable Growth	Role Type: *Delete as appropriate	HYBRID / HYB/CSV / FIXED / COMM	Reports to: *Title & LCC Code	Mel Cookson-Carter Museums Manager
Line Managers: *Title/s & LCC Code					

Job Overview
Overview To support in the delivery of education and outreach sessions to school groups and museum visitors. This includes supporting in the preparation for sessions and the maintenance of the spaces used.
Direct Responsibilities
- To assist in the delivery of events, craft activities and school education sessions across Lancaster City Museums' sites. - To be willing to travel to external locations such as schools, care homes and other pre-arranged places to deliver our outreach programme. - To assist, when required, in the development and planning of new educational sessions. - To ensure the cleanliness of the museum areas in use for education and outreach purposes is of a high standard; including cleaning the toilets, sweeping and mopping floors used and emptying the bins. - To set-up resources needed for sessions, including photocopying, to move and dismantle furniture and equipment used and report any defects. - To assist with set up and use of interpretation equipment such as ICT and AV. - Assist in ensuring the security of the museum, its contents, staff and public including checking that fire exits and routes are clear. Assist members of the public to leave the building in the event of an evacuation. - Ensure that all Council procedures are adhered to, particularly the emergency procedure for the museum and to be familiar with appropriate risk assessments and emergency protocols for the location, if not at the museum. - To report accidents, incidents and complaints to the Duty Officer as soon as possible, completing any records as required.

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- Occasional cover for team colleagues as required.
- Any other general duties appropriate to this position, as requested by the Duty Manager and Museum Officer (Education & Outreach).

Primary Measurable Objectives

To contribute to the visitor satisfaction measured via feedback, evaluation forms and repeating bookings.

- 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 repeat visits 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

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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	Experience of dealing with groups of children in a school/childcare environment. Experience of assisting/delivering high quality family friendly activities.	Experience in a customer-facing role, providing excellent customer service. Experience of working or volunteering in a heritage or cultural sector.	App Form, Interview
Job Related Skills, Knowledge & Abilitie	A good understanding of Lancaster and Morecambe's history. Ability to prioritise tasks and understand contribution to the whole service. Ability to set up and move equipment. Basic ICT skills.	An understanding of the National Curriculum for KS1, 2, 3.	App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	Excellent communication skills.		App Form, Interview

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	Excellent verbal presentations skills, specifically aimed towards children and adult audiences. Be able to work as an active member of a team and to use own initiative, where appropriate. A high level of self-motivation and the ability to be flexible.		
Special Requirements/Other	Adhere to the Museum Association's Code of Ethics	Flexible working – possible weekend or evening hours. Be prepared to undertake a basic DBS check, if requested.	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:	