

### Job Details

Job Title: **CULTURAL AND HERITAGE ASSISTANT**

Post Number: POST000353

Directorate: Environmental and Community Services

Section: Communications and Culture

Post Grade: Tier: 5, Grade B

Responsible to: Heritage and Collections Officer, Events and Marketing Officer

Responsible for: N/A

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### Job Purpose

- Provide a friendly, customer focused service to the public through the delivery of heritage and cultural events, activities, and experiences. Assist in the delivery and development of the council's Wellbeing and Culture Service.

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### Main Responsibilities

- Operational delivery and supervision of exhibitions, events, and activities.
- Support the operational delivery of the councils' cultural educational programme at Dalby House.
- To deliver tours, advice, and information to visitors.
- Assist the heritage collection documentation where appropriate under the supervision of line manager.
- Engage with volunteers to assist in the understanding of their duties and responsibilities.
- Maintain the cleanliness and safety of exhibitions, activities and events so that it is a safe environment for visitors.

- Process sales for events and activities held at the Museum.
- Shared key holder responsibility including opening and closing Dalby House to the public on rotation and alarm procedures to ensure the security of the building.
- Supervise the public when using museum items to avoid damage to the exhibits.

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## **Decision making**

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## **Financial Responsibilities**

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- Handle petty cash.

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## **Key Contacts / Relationships**

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- Friends of Erewash Museum, Service Users, local artists and heritage groups.

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## **STANDARD CLAUSES**

### **Health and Safety**

You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties in accordance with the provisions of Health and Safety legislation, Erewash Borough Council's Corporate Health and Safety Policy Statement, associated protocols and health and safety management systems.

You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

### **Equality and Diversity**

You will uphold Erewash Borough Council's Equality and Diversity policies and practices in accordance with the Council's policy and Equality Scheme. Erewash Borough Council will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a disabled employee.

## **Training**

You will keep under review your own training and developmental needs and keep yourself informed of current issues and be alert to Erewash Borough Council's and other relevant bodies training programmes and policies. You will be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by your own training needs and the needs of the service.

## **Performance Management**

You will ensure compliance with the Council's employee performance standards and take the appropriate action to address issues that may arise. You will comply with the Council's Data Quality Policy to ensure that all Council information you are responsible for is accurate, complete, up to date and fit for purpose.

## **Confidentiality**

You will comply with and/or ensure compliance with the Council's Data Protection Policies and the Data Protection Act and other relevant legislation. You will ensure that confidentiality is respected and maintained at all times. Where appropriate you will work with computers, new technology and associated systems as required and support staff in its use. You will comply with the regulations as set out in the Council's ICT Information Security Policy.

## **Customer Care**

You will promote and deliver fair and high quality customer care services that are sensitive and responsive to customers and in accordance with Erewash Borough Council's Customer Care and Equality Policies.

## **Environmental**

Erewash Borough Council is committed to protecting the environment and reducing its carbon emissions. It is therefore the responsibility of all employees to minimise their impact on the environment whilst working for the Council.

## **Safeguarding Children and Vulnerable Adults**

All employees and Councillors have a duty of care for the safeguarding of children and vulnerable adults. Any concerns about the behaviour of a member of staff or service users must be reported immediately, in confidence, to a Safeguarding Lead. Posts working directly with children and/or vulnerable adults will be designated to require a Disclosure and Barring Service (DBS) check before appointment and a recheck every 3 years.

## **Other Duties**

This job description sets out the duties and responsibilities of the post 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 themselves justify a reconsideration of the grading of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

**Produced by:** **Wellbeing and Culture Service Manager**

**Date:** **January 2024**

**Version:** **1.0**

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## **Declaration**

I understand and accept the job duties and responsibilities contained in this job description.

Signed..... Dated.....

# PERSON SPECIFICATION

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## EXPERIENCE

### Essential Criteria

- Experience of working in a customer service environment. A/I
- Experience of event and activity delivery to children and adults. A/I

### Desirable Criteria

- Experience of operating MS Office applications. A/I
- Experience of office based filing and administrative procedures and practices. A/I
- Experience of opening and closing buildings including alarms and security. A/I

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## QUALIFICATIONS

### Essential

- Food Hygiene Level 2 or the willingness to complete this training A/D/I
- Recognised Maths and English qualifications A/D
- First Aid or the willingness to complete this training A/D/I

### Desirable Criteria

- Qualification in a relevant area (e.g. History, Museums and Heritage, Public Engagement, Customer Service, Administration) A/D

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## SKILLS & KNOWLEDGE

### Essential Criteria

- Ability to organise and prioritise workload. I/T
- Excellent customer service skills. A/I
- Interest in local history and heritage. A/I
- Ability to work on own initiative and collaboratively. A/I
- Ability to communicate effectively with people from a range of backgrounds. A/I
- Ability to work with children and lead public activities. A/I
- Ability to effectively follow procedures for incidents and emergencies. I/T

## **Desirable Criteria**

- Working knowledge of a broad range of IT applications. A/I
- Ability to produce clear and engaging written material for users. A/I

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## **OTHER REQUIREMENTS**

### **Essential Criteria**

- Willingness and ability to work unsociable hours, weekends and bank holidays. A/I
- Ability to climb ladders and undertake regular manual handling. A/I
- Willingness and ability to keep the site clean, tidy and clear of hazards. A/I

### **Desirable Criteria**

- Ability to cover for holiday periods and sick leave at short notice to ensure continuity of service. A/I

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### **ASSESSMENT KEY:**

A Application | / Interview | T Test | D Documentation

**Version: 2.0 September 2025**