



RUTLAND COUNTY COUNCIL

JOB DESCRIPTION

Position Title:	Visitor Assistant
Grade:	G03
Directorate:	Places (Development & Economy)
Department:	Culture & Registration
Responsible to:	Operations Manager

Purpose of the Job:

To assist in the delivery of Museum and Castle front of house and back-office provision, providing staffing cover as part of a 7 day rota, and being available to work additional hours at sites if required.

To undertake administrative and facility management duties; serve visitors; deliver activities; and provide a high standard of customer service

Main Responsibilities:

1. To ensure the delivery of a high quality, welcoming and inclusive service to users of Rutland's Museum and Oakham Castle, both in person and through use of technology, sometimes as the sole member of staff on duty
2. To ensure service security, including locking, unlocking and alarming sites, use of CCTV, and ensuring the safety of visitors, premises, stock and assets
3. To undertake back office duties, including unpacking deliveries, checking delivery notes, bills, records and raising queries
4. To deal with enquiries, and requests for service, being knowledgeable about heritage matters, and able to refer enquirers to other staff members, volunteers and resources as appropriate
5. To responsibly handle moneys, including cash handling and electronic payments
6. To create, develop and deliver engaging displays, activities and resources for service users, both physical and online, working with other members of staff and volunteers



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7. To work confidently with in-house and web based ICT systems, and be able to assist users in the use of digital resources
8. To record levels of service use and user satisfaction, and be able to respond positively to customers, seeking where possible to meet their needs
9. To undertake physical work, including packing and unpacking stock, and site cleaning. This will require the ability to safely move and handle objects
10. To work as part of a team and on your own, making a contribution to the work of Rutland County Council by participating in projects and meetings
11. To participate and contribute to training programmes for staff and volunteers, and to assist in the induction and training of new members of staff and volunteers
12. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law
13. 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 and Rutland County Council's and Departmental codes of practice and procedures. 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.
14. This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade 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.



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JOB REQUIREMENTS

QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
Educated to GCSE level grades A-C in English and Maths or equivalent	A,D

EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
High level of customer care	A, I, T
Handling confidential information appropriately	A, I
Team working	A, I
Knowledge of Internet, Microsoft Windows, Outlook, Word, Excel and Access	A, I

Desirable	Method of Assessment *
Museum experience	A, I
Experience in a similar position	A, I

SKILLS

Essential	Method of Assessment *
Willing to train on other ICT systems	A, I
Excellent Communication Skills, oral and written	A, I, T
Good Numeracy and literacy skills	A, I, T
Ability to deal with the public	A, I
Able to work under pressure and prioritise appropriately	A, I



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Able to use own initiative	A, I
Ability to work under pressure	A, I
Able to work without direct supervision, sometimes as the only member of staff on the premises	A, I

EQUALITY AND DIVERSITY

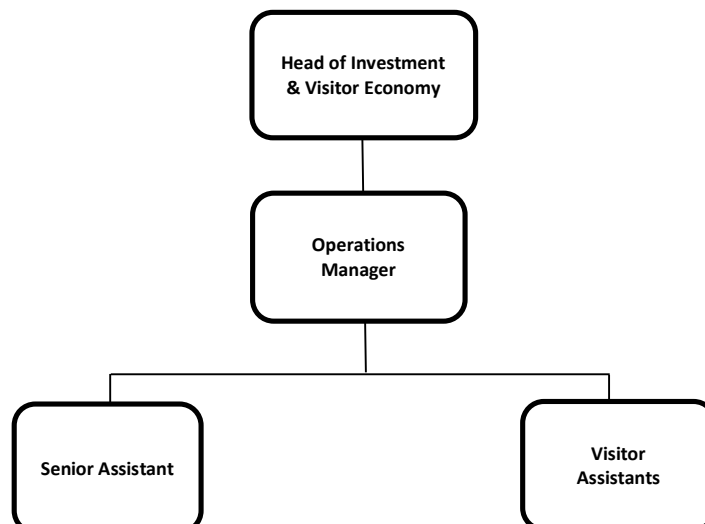
Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A, I

OTHER

Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team.	A, I
Willingness and ability to visit other sites as and when required.	A, I
Able to safely move and handle objects.	A, I

* **A = Application Form** **D = Documentary evidence** **I = Interview** **T = Test**

STRUCTURE





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NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
March 2017	Yes, updated	Robert Clayton, Head of Culture & Registration
August 2024	Yes – amended to align to new structure	Linda Healey, Operations Manager