LISBURN & CASTLEREAGH CITY COUNCIL

JOB DESCRIPTION

Job Reference: JF3962

JOB TITLE:	Information & Education Services Officer
DEPARTMENT:	Leisure & Community Wellbeing
UNIT:	Communities – Creative Communities & Heritage Service
SCALE:	PO2
RESPONSIBLE TO:	Arts & Museum Services Assistant Manager
DURATION:	Fixed Term – 12 Months
LOCATION:	Irish Linen Centre & Lisburn Museum
HOURS OF WORK:	37 hours per week

KEY PURPOSE OF THE JOB:

Reporting to the Arts & Museum Services Assistant Manager, the Information & Education Services Officer is responsible for initiation, implementation and management of information and education programming and visitor events and programming across the portfolio of the Creative Communities & Heritage Unit. The postholder is also responsible for the creation of education support materials for exhibitions. Responsibilities include development of a coordinated approach to visitors through the recruitment, programming, training and development of the front of house staff. This post also requires the design of administration systems necessary for the provision of the education service.

The post holder will act as duty manager on a rota basis and will also be required to undertake other duties relevant to the post as reasonably determined.

KEY DUTIES AND RESPONSIBILITIES

1. Responsible for leading and delivering an innovative Information & Education Programme for schools, groups, visitors and the general public, including developing key audiences and strategic partnerships, liaising with schools, colleges, statutory and voluntary organisations, special interest groups, individuals and event suppliers, and advising group leaders on how to make the best use of the facilities to ensure high-quality delivery of arts, culture and heritage content.

2. Develop, promote and manage an annual programme of special events, workshops and programming as part of the education service including the organisation of travelling displays, study groups, field trips and promotional events.

3. Lead on the marketing and promotion of services within the unit, liaising with internal and external communications teams and maintaining up-to-date information on relevant information-sharing platforms to raise the profile of the service and increase awareness of its functions, programmes and opportunities.

4. Establish and develop appropriate administration systems support the education service, including ongoing evaluations and analysis of the effectiveness of the education programme produced and delivered.

5. Establish and develop administrative procedures for the effective management of facility bookings, event planning and negotiation of fees. Responsible for the management of booking systems and sales interrogation to inform future service delivery and content.

6. Manage the front-of-house staffing including reception and Customer service/gallery support ensuring adequate cover as operationally required. Coordinate the preparation and development of training and education programmes and materials for staff and public user groups.

7. Responsible for the effective management of relevant budgetary planning including costing, monitoring, spending, grant aid and sponsorship in accordance with the Council's financial regulations, and any funding bodies' requirements.

8. Undertake duties as allocated by the Arts & Museum Services Assistant Manager and contribute flexibly to service delivery and act as Duty Officer and designated point of contact for issues associated with the building, including responding to operational, security, maintenance, health and safety and access-related matters as required; and undertake key holder responsibilities in line with Council procedures.

9. Participate in the interchange of duties to ensure continuity of service.

10. Work collaboratively with internal teams, contractors and stakeholders to support successful delivery of Council services, programmes and events.

11. Ensure compliance with Council policies and procedures and operate within the highest standards on management and personal behaviour, which reflect the core values and behaviours of the organisation.

12. Ensure the provision of high standards of customer care across all the services provided by the unit and promote and manage the service effectively and communicate in a way, which embraces and promotes the public image and overall reputation of the Council.

13. Develop and enhance working relationships with relevant partners and stakeholders to maximise corporate and community planning outcomes and to generate innovation in service delivery.

Note:

The post holder should be aware that the responsibilities and functional areas of the post may be subject to change as a result of organisational change. The Council therefore reserves the right to change the duties of the post by adding to or amending the range of functional responsibilities. The post holder will be required to be flexible and adaptable to meet the changing needs and requirements of the organisation.

Person Specification – Information & Education Services Officer

	Essential Criteria	Method of Assessment
Qualifications & Experience	It is essential that applicants have a minimum of: **QUALIFICATIONS** **1.1-** A third level qualification (for example a HNC, HND, NVQ Level 4, Degree) or equivalent **EXPERIENCE** **1.2-** At least three years' relevant management experience in: • Project management • Line management experience • Marketing • Event organisation Where applicants do not hold the essential qualification at **1.1**, they must hold a minimum of six years' relevant experience at **1.2** as outlined above.	Application Form/ Interview/ Pre employment checks Application Form/ Interview
General	Candidates must also be able to demonstrate a high level of communication skills both oral and written.	Interview
Other requirements	**1.3** It is essential that applicants hold a full (i.e. not provisional) and current UK driving licence and access to a car or * have access to a means of transport which would enable the applicant to carry out the duties of the post. * *Applies only to applicants who have a disability under the Disability Discrimination Act.	Application Form/ Pre employment checks
Other requirements	Ability to work evenings and weekends on a rota basis.	Self assessment
Special Circumstances	The post for which you are applying is regulated (and therefore a conviction can never become 'spent') and you must declare any previous convictions in the relevant section of the criminal declaration form. As part of the pre-employment checks we will also complete an enhanced Access NI check with children's barred list. Access NI Code of Practice is available at the following link:- https://www.nidirect.gov.uk/sites/default/files/publications/accessni-code-of-practice.pdf Having a conviction will not necessarily debar you from working with Lisburn and Castlereagh City Council.	Pre-employment check – Enhanced Access NI Check

BEHAVOURAL COMPETENCIES – REFER TO ATTACHED GUIDE 'COMPETENCY FRAMEWORK FOR LOCAL GOVERNMENT'

The following behavioural competencies have been designated as essential behaviours that should be demonstrated in order to successfully perform this role. These behaviours will be assessed during the selection process. Applicants should refer to the attached competency guide.

Factor	Criteria	Essential	Assessment Method
Behavioural Competencies	**2.1 Managing Our Own Work** Plans, structures and prioritises own work to achieve optimum results	Yes	Interview / Assessment Centre
	2.3 Communicating with Impact Presents a positive image by communicating effectively, being resilient and treating people fairly	Yes	Interview / Assessment Centre
	3.3 Meeting Customer Needs Establishes the needs of customers and strives to ensure that these are met	Yes	Interview / Assessment Centre
	4.3 Achieving Results Takes personal responsibility for making things happen. Shows motivation and perseverance in overcoming obstacles and achieving results.	Yes	Interview / Assessment Centre
	4.4 Continuously Improving Services Seeks to continually improve the services and processes that impact on users	Yes	Interview / Assessment Centre