|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  | | --- | |  | | **Casual Museum Assistant**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/> |   green band epsStockport Council  **Job Description** | |
| Post Title: Casual Museum Assistant  **Service Area:Culture & Leisure**  **Directorate: Services to Place**  **Team:Musuems** | Salary Grade: Scale 2 |
| **Post Reports to: Musuem Officer, Learning & Activities**  **Post Responsible for: N/A** | |
| **Main Purpose of the Job:**   * To act as the first point of contact for customers at Culture & Leisure service points and by telephone, providing information relevant to designated site(s) and services and also to Stockport’s wider visitor offer. * To deliver engaging demonstrations, tours, talks, and/or learning sessions and events. * The range of duties to be undertaken will depend on the individual’s skills, preferences and the site at which they are working.   **Not all post holders will be expected to deliver the full range of duties.** | |
| **Summary of responsibilities and key areas:**   |  | | --- | | * To provide excellent customer service to all museum visitors, providing a welcome to the site and answering enquiries * To deliver tours, talks, demonstrations and learning sessions * To maximise sales of products, services and retail items to meet income targets * To operate the till system and safeguard cash at the end of each day, as required. * To assist with the general day to day security and operation of the site | | |
| **Job activities:**   |  | | --- | | **1. Customer Service**  1.1 To provide a prompt and polite response to all customers contacting the Stockport Museums via sites, email or telephone.  1.2 To provide relevant information to visitors to positively promote Stockport Museums  1.3 To deal with customer enquiries about Stockport Museums and designated sites as appropriate, referring these to the Museums Officer, if necessary.  1.4 To act as the first point of contact for all site bookings, including meeting room hire and school/group visits.  1.5 To maintain performance and financial statistics relevant to role and complete returns within required deadlines.  1.6 To give visitors to the site appropriate introductory information and direct them through the building/site as appropriate.  1.7 To maintain a strong knowledge of all facilities and products relevant to the role.  1.8 To ensure leaflet racks and information points are well stocked and up to date.  **2. Sales and Bookings**  2.1 To take bookings for customers for designated products and services relevant to site  2.2 To input relevant bookings on the appropriate system, issue appropriate documentation and instructions to customers.  2.3 To deal with cancellations and amendments to bookings, keeping relevant colleagues updated.  2.4 To maximise sales of products, services and retail items to meet site income targets  2.5 To maintain an attractive and appealing sales space within the site to encourage visitors to make purchases.  2.6. To operate the EPOS till system, handling cash as appropriate and ensuring this is safeguarded at all times.  **3. Tours/Demonstrations/Learning Sessions**  3.1 To deliver tours, talks, demonstrations and/or learning sessions in an appropriate manner and in a way that is relevant to the site(s) to a range of audiences.  3.2 To deliver special outreach and/or holiday activities relevant to the site(s).  3.3 To assist in the development of tour and learning session content in line with own skills and knowledge  3.4 To assist in the development of outreach and/or holiday activities relevant to site and own skills  3.5 To appropriately use and care for materials, equipment and historic artefacts used for learning sessions.  3.6 To assist with the evaluation of activities.  3.7 To work as part of a team.  **4. Site Operations**  4.1 To unlock, lock, secure and alarm the building, ensuring all users have left the premises  4.2 To staff reception area, ensuring visitors’ and other site users’ needs are met promptly.  4.3 To monitor those entering or leaving the site and report any concerns to the Museums Operations Officer.  4.4 To use the CCTV system to monitor those within the site and report any concerns to the Museums Operations Officer.  4.5 To ensure hired facilities are ready for customers, including the provision of refreshments.  4.6 To report any maintenance or safety issues as appropriate  4.7 To assist with the receipt and distribution of post within the team.  4.8 To provide telephone cover for colleagues in their absence from the office.  4.9 To assist with the collation of data and statistics on team and service performance, including customer satisfaction.  **5. Other**  5.1 To check and receive deliveries of stock to the site  5.2 To prepare rooms and refreshments for customers, as necessary | | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

****

Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

|  |  |
| --- | --- |
| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Ability to deliver curriculum linked learning sessions to all key stages. | Essential |
| Ability to interpret heritage sites and historic materials in an engaging, enthusiastic and informative manner. | Essential |
| Experience of working with a wide range of people and age groups. | Essential |
| Ability to work flexibly with regard to the needs of a group and location. | Essential |
| Excellent communication skills. | Essential |
| Excellent customer service skills. | Essential |
| Ability to work as part of a team. | Essential |
| Role play and first person interpretation skills. | Desirable |
| Art and craft skills | Desirable |
| Experience of working with school groups in a formal or informal learning setting. | Desirable |
| The ability to converse at ease with service users/customers and provide advice in accurate spoken English. | Essential |