

Job specification



Job title: Customer Services Officer – Revealing Wigan Archives Project

Service: Customer Services

Grade: G6

Reporting to: Lead Officer – Archives & Local Studies

Your job

You will work with the Culture Team to plan and deliver the Volunteering and Community Programme and Education & Engagement Programme as set out in the Activity Plan of The National Lottery Heritage Fund supported project, Revealing Wigan Archives (RWA).

You will develop comprehensive, efficient and effective service provision across culture, heritage and arts using volunteer delivery models, across a range of sites, that is focussed on customers, is asset based and underpins the principles of The Deal across Museums, Archives, Local Studies, Arts and Arts Development.

You will work in partnership with colleagues, cultural providers and key external organisations to support the delivery of the Revealing Wigan Archives Project and Wigan Borough's Cultural Manifesto. You will develop opportunities for communities and those working within the cultural sector in line with the RWA Activity Plan and the Strategy's findings and key areas including health and wellbeing, education and skills development and the economy, including tourism.

You will proactively engage with a range of partners, internally and externally to broker and enable services that underpin the Culture, Heritage and Arts offer across the Borough, actively involving volunteer groups and Deal for Community funded partners working within the cultural sector.

You'll support the creation of a robust culture volunteer base across the borough that enhances the opportunity to grow and deliver services in our communities, whilst also developing and promoting volunteer programmes to build opportunities for cultural and community engagement.

Shift patterns vary, Monday to Saturday, between 8:50am and 17:10pm. Out of hours cover may be required in line with the needs of the service and in such circumstances you will be allocated equivalent time off Monday to Saturday.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

Over the term of the contract you will:

- Work with the Culture Team to plan and deliver the RWA Volunteering and Community Programme, including: supporting volunteers working on collection digitisation, conservation and documentation; supporting volunteers working on exhibition research and in public facing roles;

planning and organising training, support and coordinate recruitment of new volunteers to the service;

- Work with the Culture Team to plan and deliver the RWA Education & Engagement Programme as set out in the Activity Plan of the HLF Project, Regenerating Wigan Archives;
- Proactively engage with schools to understand their service requirements from a Culture, Heritage and Arts perspective, shaping services and opportunities in line with educational outcomes and produce and deliver portfolio of educational workshops for use at the Archives;
- Develop a family programme to run through the Delivery Phase of the Archives Project and lead on engagement with young people including co-creation projects;
- Develop and deliver the Community programme including co-created community projects and training;
- Work in partnership with community, voluntary and third sector organisations and groups to enable the co-delivery of a programme of cultural activities and events across the Borough;
- Signpost community groups and residents to cultural opportunities, including access to funding streams and forging links between partners;
- Support exhibition and event design, planning and delivery, making best use of the Borough's heritage and art collections and maximising the number of items available for public display
- Use knowledge of the Borough's heritage and art collections and curatorial best practice to transform and maximise cultural provision;
- Promote and maximise the digital offer to increase access to collections and engagement with heritage and arts through both online interactions and the physical visitor experience;
- Work closely with managers to understand and explore opportunities which maximise the potential of externally-sourced funding to achieve corporate and service objectives and allow us to do more within and for our communities;
- Create a support and development opportunity regime for volunteers and induct them into Customer Services identifying appropriate skills and/or supporting them in developing these skills;
- Assist in the evaluation of the Activity Plan and RWA Project with key stakeholders to the satisfaction of the Cultural Manifesto Board and the National Lottery Heritage Fund.

On an ongoing basis you will:

- Proactively embrace partnership working, utilising an asset-based approach with customers and key stakeholders. Identify relevant resources, skills and abilities in a timely manner, ensuring community groups are engaged and resources are best utilised;
- Work with stakeholders, including regional and national organisations, to enhance and transform service provision wherever possible to maximise participation levels, engage communities in line with The Deal principles;
- Share best practice, advice and knowledge to enable the growth of the cultural offer in our venues and the communities they serve;
- Embed a Digital First approach to service delivery, where appropriate, reducing the cost to serve and enabling customers to undertake future transactions digitally and become self-reliant, through increased digital opportunities for everyone;
- Maximise online reach and services through service social media accounts and service-specific online platforms;

- Undertake any training required to work effectively in the Customer Services Officer Culture Transformation role.
- Work across Customer Services to provide the service at any location in line with business needs
- Ensure strict compliance with General Data Protection Regulations, The Data Protection Act and confidentiality with the collection, use and storage of personal data at all times
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:

- 5 GCSE Grade C or above or equivalent suitable experience;
- Experience working in the cultural sector (for example: museums, archives, arts);
- Experience of facilitating and developing an educational and outreach programme;
- Experience of facilitating the day to day organisation of volunteers;
- Knowledge of sector-specific guidance relating to educational and outreach activities, and relating to working with and coordinating volunteers;
- Evidence of continuous personal development;
- Demonstrable knowledge & understanding of the Digital First culture and what this means regarding changing customer behaviour and reducing cost to serve;
- Excellent knowledge of IT systems and an ability to utilise the functionality to improve service provision and enhance the customer experience;
- Knowledge and understanding of the values of the Council and how you can apply them in your day to day work, including demonstrable knowledge and understanding on the impact of poor customer service delivery and the link to the reputation of the Council;
- Experience of delivering a quality service to customers;
- Experience of effectively working as a team whilst having an ability to use your own initiative;
- Experience of considering the best approach to service delivery and making recommendations to modify/change as necessary;
- Accountability for day to day work load ensuring quantity of work is in line with performance criteria whilst focusing of the quality of the work;
- Competency to raise issues, taking ownership of problems and actively seek a solution;
- Have an ability to work flexibly in line with the demands of the service.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough