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| **Department** | **Place** |
| **Job Title** | Visitor Engagement Assistant  |
| **Grade** | Grade 4 |
| **Primary Purpose of Job** | To deliver events and activities for all visitors to the Library and Museum Buildings ensuring a high quality and consistent customer focused delivery. |
| **Reporting To** | Collections Access Officers |
| **Staffing** **Responsibilities** | Volunteers |

**Main Duties**

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|  | 1. To deliver a high quality and consistent customer care service
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|  | 1. To deliver activities for adults and children that contribute to the services’ formal and informal learning programmes
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|  | 1. To deliver outreach activities as appropriate
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|  | 1. To support commercial hire of the services’ facilities, welcoming and enabling visitor engagement
2. Help to develop, provide access to and promote the retail offer
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|  | 1. Ensure that buildings are well presented and a safe environment for customers at all times
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|  | 1. To promote all the services and collections within Libraries and Museums to visitors and provide opportunities for visitors to engage with them using social media channels where appropriate
2. To assist in the management and training of visitor volunteers within Library and Museum Services
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|  | 1. To participate in the resolution of customer enquiries in a variety of ways, either in person, by telephone or electronic means including social media where appropriate.
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|  | 1. To input and extract data from manual and ICT systems in order to provide information, access to services and collections, advice and support for visitors.
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| **Date Job Description prepared/updated:** | **March 2018** |
| **Job Description prepared by:** | **Head of service** |



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| **Department** | **Place** |
| **Job Title** | **Visitor engagement assistant** |
| **Stage One** | Disabled Candidates are guaranteed an interview if they meet the essential criteria |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | Ability to deliver activity that increases participation for the service | Application formInterview |
| 2. | Ability to demonstrate ideas and experience to support the service to seek out new opportunities for income generation | Application formInterview |
| 3. | Customer focussed and responsive to the delivery of the service. Able to actively engage with customers and see the service from their perspective. | Application formInterview |
| 4. | Able to prioritise tasks to ensure completion with a timely and accurate approach. | Application formInterview |
| 5. | Excellent team working skills and able to actively use own initiative | Application formInterview |
| 6. | Excellent communication skills in all situations including difficult ones. | Application formInterview |
| 7. | Good ICT knowledge of Microsoft packages, email, internet and social media | Application formInterview |
| 8. | An interest in library and museum collections, services and events plus a desire to support customers to access and use these. | Application formInterview |
| 9. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | 4 GCSE grades A, B or C passes, or equivalent, or the ability to demonstrate a similar level of competence. | Application FormInterview |
| **3. Work Related Circumstances** |
| 1. | Required to work shifts including evenings, weekend working and Bank Holidays | Interview |
| 2. | Required to work flexibly and work alternative hours on occasion in order to respond to service requirements | Interview |
| 3. | Ability to travel within the borough as required | Interview |
| 4. | Physically able to carry out the joblifting/carrying/standing for lengthy periods | Application Form/ Interview |

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| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| 1. | Experience of working in a Customer Service environment. | Application Form/ Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | ICT qualification | Interview |

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| **Date Person Specification prepared/updated:** | **March 2018** |
| **Person Specification prepared by:** | **Head of service** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.