

Lancaster City Council - Job Description

Job Title:	Museum Assistant	Grade:	6	Job Code:	PPD0043
Job Family:	N/A	Job Family Group:	N/A	Reports to:	Cottage Museum Manager

Job Summary

To provide a warm welcome for Museum visitors and other users at all times.

Direct Responsibilities

- Provide assistance and information for visitors, conduct guided tours, demonstrate exhibits as directed, and assist with use of equipment such as audio visual.
- Patrol the museum, invigilate and supervise visitors, and generally assist in ensuring the security of the building, its contents, staff and public. Assist members of the public to leave the building in the event of an evacuation.
- Reception, ticketing, shop/café sales, cashing-up and stock control. Answer the telephone and give and receive messages.
- Prepare and serve refreshments in the museum café and ensure food safety hygiene standards are maintained.
- Deliver and help plan events and activity sessions. Facilitate group and school visits.
- Clean exhibits, under direction.
- Set up, move and dismantle stands, equipment, furniture and exhibitions.
- Maintain a safe environment for the general public including checking that fire exits are clear.
- To ensure the cleanliness of the facility is of a high standard and that all public areas are regularly checked and maintained.
- Ensure that information on display is current.
- Ensure that all Council procedures are adhered to, particularly the emergency procedure for the facility.
- Deal with accidents, incidents, complaints and compliments in the appropriate manner and ensure details are recorded on the appropriate recording sheets.
- All other General Duties as requested by the Duty Manager.

Primary Objectives

- To contribute to high visitor satisfaction levels as recorded in user surveys.

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- To contribute to increased usage by users with disabilities, as recorded in user surveys through providing an excellent visit.
- To contribute to increased footfall through providing an excellent visit.
- To ensure that the museum is a safe and secure environment.
- To ensure that the museum is well maintained.
- To ensure the safety of the museum collections.

Knowledge & Educational Requirements

Specialised knowledge

Experience of work in a heritage venue.

Experience of working in a shop or reception.

Knowledge of current health and safety standards relating to a heritage venue.

Functional knowledge

Be able to work as part of a team and on your own initiative.

A high level of self-motivation and the ability to be flexible.

Good communication skills.

Ability to prioritise tasks.

Ability to set up and move equipment.

LCC specific knowledge:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to the Council's Values and Behaviours.

Understanding of the post holder's own and their team's contribution to the Council's Corporate.

Other Requirements

The hours of work for this position are 16 hours per week, working Wednesday to Saturday, 12:40pm to 4:20pm. These hours may vary and may include working evenings, weekends and bank holidays.

Display the City Council values at all times and actively promote them in others.

Additional information

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

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All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.