

Lancaster City Council - Job Description & Person Specification

Job Title:	Museum Officer (Retail and Catering)	Grade:	GG57	Job Code:	LCC687
Service/Team:	Economic Development/ Culture & Heritage	Role Type:	Fixed	Reports to:	Museums Manager
Line Manages:	n/a Manages volunteers				

Job Overview
<p>To ensure a welcoming and secure environment for museum staff, visitors and users that is maintained to a high standard. To act as the Duty Manager during museum opening hours and act as a keyholder for all museum sites and to be on the alarm activation call-out list.</p> <p>To support the Museums Manager in developing and delivering exceptional commercial operations in retail and catering, which contribute to the service's income targets.</p>
Direct Responsibilities
<ul style="list-style-type: none"> To supervise, as appropriate, Museum Assistants, volunteers, demonstrators, and freelance group leaders to ensure a high standard of service delivery. Act as the Duty Manager by being the primary contact and responsible individual should any problems, hazards or incidents arise during the working day, and undertake any training required to assist in the performance of duties. This includes certification in First Aid and Fire Warden. To maintain and ensure the security of the site buildings and contents. To be a key holder, unlocking/locking of buildings and be the responsible person on site in the absence of the Museums Manager. To regularly work as part of the Front of House team to provide an excellent visitor experience. Assist, with support from the Museums Support Officer and under the direction of the Museums Manager, in the day-to-day running of the retail and café offers across the sites; monitoring and ordering appropriate stock level in line with the service's Retail Strategy. Identifying and building relationships with suppliers. Assist the Museums Manager to develop attractive and appropriate product ranges, that fit with audience demographics and museum stories, and are merchandised to maximise sales and income generation. Oversee administration, with the support of the Museums Support Officer, of products that are with the service on consignment, ensuring timely payment to suppliers for sales. Keep accurate records of stock, undertake regular and annual stock monitoring activities and reduce wastage by monitoring dates on perishable items. Ensure all stock is accurately recorded on the EPOS system and regular reports are provided to the Museums Manager. Help to undertake the daily cashing up at the end of the day, ensuring that all records balance and are recorded, and any anomalies are rectified. Use a corporate procurement card and the internal procurement system, acting within budgetary limits.

Lancaster City Council - Job Description & Person Specification

- To assist with planning and delivery of events and activities, such as maker workshops.
- Attend to deliveries to the Museum.
- To assist in the supervision of contractors and workers unfamiliar with the site.
- Assist in the recruitment process for Museum Assistant posts, including shortlisting and interviewing, with full training provided.
- Provide information and act as a guide to the site for visitors and help answer enquiries from the public via telephone, in person and via email, providing support for basic research.
- Oversee the health and safety of visitors and staff, have an awareness of HASAW, COSHH and risk assessments with an ability to put measures into practise to ensure safety standards.
- Evening and lone working will occasionally be required by the postholder. Regular weekend working is also a requirement of the role.

Primary Measurable Objectives

Aims:

- To contribute to increased income generation through retail and catering
- To contribute to high visitor satisfaction levels as recorded in user surveys
- To contribute to increased engagement with users with protected characteristics
- 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

Staff Management Responsibilities

- n/a – management of volunteers

Lancaster City Council - Job Description & Person Specification

Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training		Training in effective retail merchandising and display.	App Form, Interview, Certificate
Experience	<p>Working in a public-facing supervisory role.</p> <p>Cash handling and supervising card payment protocols.</p> <p>Relevant security experience, e.g., opening/closing buildings, key holding.</p> <p>A good understanding of commercial operations in a museum, gallery, or heritage environment.</p> <p>Retail and catering stock management and EPOS systems.</p>	<p>Experience working across multiple sites.</p> <p>Experience in a catering supervisory role.</p> <p>Experience in a retail supervisory role.</p> <p>Experience training others.</p>	App Form, Interview
Job Related Skills, Knowledge & Abilities	<p>Excellent working knowledge and experience with Excel spreadsheets.</p> <p>Ability to support the Museum manager and work with the team to extract and understand sales data, trends and spending patterns to influence commercial decisions.</p> <p>Ability to support the Museum manager and work with the team to maximise profitability in a retail and catering environment.</p> <p>Have a great eye for products and a flair for developing creative displays.</p> <p>Working with customers, contractors and the</p>	<p>Product Development.</p> <p>Knowledge of British contemporary crafts and the designer-maker market.</p>	App Form, Interview, Aptitude test to include Excel worksheets.

Lancaster City Council - Job Description & Person Specification

	<p>public, showing excellent customer care Skills.</p> <p>Ability to use initiative and problem-solving skills Excellent team working Skills.</p> <p>Undertake tasks following specific protocols and procedures.</p>		
Personal Attributes Including Interpersonal & Communication Skills	<p>A can-do attitude and the ability to stay calm and professional.</p> <p>Excellent oral and written communication skills.</p> <p>Able to work as part of a team and to influence others.</p> <p>Organised with excellent attention to detail and a creative flair.</p> <p>A supporter of working with environmentally conscious suppliers.</p>		App Form, Interview
Special Requirements/Other	<p>Capable of manual handling including heavy loads, standing and walking for long periods.</p> <p>Regular weekend and occasional evening working is a part of this role.</p> <p>Adhere to the Museum Association's Code of Ethics.</p>		App Form, Interview

Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

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

Understanding, implementation and adherence to Our Values.

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

General Statement

Lancaster City Council - Job Description & Person Specification

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

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.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

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.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	