

APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Darlington Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date, as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Visitor Assistant

Vacancy ID: 007301

Salary: £8,468.35 - £8,766.70 Annually

Closing Date: 26/03/2017

Benefits & Grade

Grade H

Contract Details

Permanent

Contract Hours

19 hours per week – Average 19hours p/w over a year according to agreed rota. The rota is based on a higher number of hours April-September and lower number of hours October-March to meet the opening hours of the museum.

Job Description

We are looking to recruit a Visitor Assistant to join our dynamic team at the Head of Steam - Darlington's Railway Museum.

Visitor Assistants have a key role in the day-to-day delivery of museum services, including undertaking guided tours, providing information to visitors and assisting with learning sessions. The ability to communicate and relay information effectively is therefore essential.

Other duties will include working on reception, undertaking cleaning duties providing a clean, safe and welcoming environment, cash handling, assisting the management team with exhibition spaces and security of the museum.

An interest in railway or social history and Darlington and the local area is desirable, although not essential.

A flexible approach to working hours is required including the ability to work evenings, bank holidays and weekends.

For detailed information on this role, please refer to the Job Description and Person Specification.

For a further informal discussion, please contact Sarah Gouldsbrough, Acting Manager Curator, on (01325) 405541.

An online application form and further information are available from www.darlington.gov.uk/job-vacancies. Alternatively, you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email: recruitment@xentrall.org.uk

DARLINGTON BOROUGH COUNCIL
NEIGHBOURHOOD SERVICES & RESOURCES

JOB DESCRIPTION

<u>POST TITLE :</u>	Visitor Assistant
<u>GRADE :</u>	H
<u>JOB EVALUATION NO.</u>	A243
<u>REPORTING RELATIONSHIP</u>	The postholder shall be accountable to the Museum Curator.
<u>JOB PURPOSE :</u>	The Visitor Assistant shall be responsible to the Head of Cultural Services, for helping to provide the safe and efficient operation of Head of Steam – Darlington Railway Museum for visitors to, and residents of, Darlington.
<u>POST NO.</u>	D10578
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. To ensure that a high standard of Customer Service is delivered at all times, providing a welcoming and positive experience to visitors enabling maximum enjoyment and benefits through their visit of the museum.
2. To provide information, give advice and guidance about the museum, exhibitions, local history and related matters to visitors individually or in groups, acting as guides, demonstrating interactive displays, assisting with educational activities and exhibition installations, events, and group visits.
3. To assist with the delivery of lifelong learning sessions to school and other groups visiting the museum liaising and reporting to the Learning Access Officer where appropriate. Assist the management team to further develop these sessions for new audiences.
4. Assist in the implementation of emergency procedures and operational plans where appropriate e.g. Building Evacuation, Safety in Museum etc, liaising with emergency services when applicable.
5. Assist with the opening and closing of the museum including routine security.
6. To assist with the maintenance of safety and order in public areas and in overall security of visitors, staff and museum site.
7. To adhere to administrative tasks such as answering telephone, sale of admission tickets and merchandise, cash handling, stock control, paperwork and mail outs in accordance with Darlington Borough Councils policies.
8. Promote retail and encourage secondary spend per head from visitors in shop and catering facilities to achieve targets and key performance indicators in line with sector norms.

9. To report any repairs and maintenance to the Museum Curator, in keeping with procedures, and assist with general maintenance of site including temporary exhibitions where necessary ensuring a safe environment at all times.
10. To work alongside the museum management on new schemes of work such as promotional drives, customer retention, and customer service.
11. To act as a communication link between museum management team, public enquiries and visitor assistants and also with Museum friends and volunteers.
12. To undertake general cleaning duties within the museum, grounds and surrounding areas in accordance to cleaning schedules to assist in maintaining a clean, safe and welcoming environment to visitors.
13. To contribute to and assist with on site training of new employees, volunteers and other individuals where appropriate.
14. To have a flexible approach to working hours as required including the ability to work evenings, bank holidays and weekends.
15. To adhere to policies, procedures and systems implemented to maintain high standards within the museum including participation in personal development and training to assist in the day to day running of the museum.
16. To wear regulation uniform and items of safety clothing, where appropriate.
17. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
18. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re. conflicts of interest, gifts, hospitality and other matters covered by the Code.
19. Carry out your role in line with the Council's Equality agenda.
20. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
21. Any other duties of a similar nature related to this post that may be required from time-to-time.
22. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.

THE SUCCESSFUL APPLICANT WILL BE SUBJECT TO RELEVANT VETTING CHECKS. FOLLOWING APPOINTMENT THE EMPLOYEE WILL BE SUBJECT TO RECHECKING AS REQUIRED FROM TIME TO TIME BY THE AUTHORITY.

Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

Date : Jan 17

DARLINGTON BOROUGH COUNCIL

NEIGHBOURHOOD SERVICES & RESOURCES

PERSON SPECIFICATION

POST NO – D10578

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	Welcome Host training or similar		D
2	NVQ Level 2 or equivalent qualification in a relevant subject (e.g. Tourism)		D
3	Basic First Aid Qualification		D
	Experience & Knowledge		
4	Approximately one years experience of working in a customer / public focused environment	E	
5	Experience of handling cash.	E	
6	Understanding of health & safety	E	
7	Understanding of record keeping and stock control systems.	E	
8	Museum or gallery experience		D
9	Knowledge of or interest in railway history or social history.		D
10	Knowledge of the local area.		D
11	Knowledge of security systems and procedures.		D
12	Woodworking, painting or other skills, to contribute to the making or improvement of displays.		D
	Skills		
13	Ability to accurately learn and relate information about exhibits, railway history and the social history of the area.	E	
14	Ability to maintain accurate records	E	
15	Ability to effectively communicate orally with a wide range of people	E	
16	Demonstrable organisational and motivation skills.	E	
	Personal Attributes		
17	Ability to deal with a diverse range of situations	E	

18	Committed to high standards of customer service	E	
19	Ability to be on time for all duties	E	
20	Ability to demonstrate a welcoming and approachable manner	E	
21	Ability to work successfully as part of a team	E	
22	Flexible approach to a fast changing working environment	E	
23	Able to work under pressure and to deadlines.	E	
	Special Requirements		
24	<i>The ability to communicate at ease with customers and provide advice in accurate spoken English'</i>	E	
25	A flexible approach to working time arrangements to be available on evenings and weekends	E	
26	The successful candidate will be expected to wear the uniform provided.	E	
27	Capable of independent travel to carry out the requirements of the post		D

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is currently 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 31 days plus 8 public holidays. Youth & Community Workers entitlement is 30 days plus 8 public holidays, increasing to 35 days with 5 years continuous service.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working for equality. Applications are welcomed from all persons regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity provided they have the necessary attributes to do the job.

Part time applications

Part time applications will be considered for all posts. Further details should be sought from the recruiting manager.

Payment of Wages and Salaries

Salary paid into bank account on the last working day of the month. Casual employees are paid monthly in arrears. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a Disclosure and Barring Service (DBS) check. If this is the case an appropriate statement will appear in the recruitment advertisement.