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|  | **POST TITLE:** | Search Room Supervisor |
| 1. **2.** | **POST NUMBER:** | P010069 |
| 1. **3.** | **GRADE:** | 6  Job Evaluation Ref No: A5961 |
|  | **LOCATION:** | Your normal place of work will be County Hall, Durham. However; you may be required to work at any council workplace within County Durham. |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** The council’s flexible working policy does not apply to this post

**Disclosure & Barring Service:** N/A

1. **ORGANISATIONAL RELATIONSHIPS:**

The postholder will be managed by the County Archivist.

1. **DESCRIPTION OF ROLE:**

The postholder is responsible for the day-to-day delivery of a first class public service, supervising staff and volunteers, and assisting with the processing and preservation of the archives.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities for which this role will be primarily responsible:

Supervise the busy public search room, delivering an excellent customer service. Duties include:

* supervising archive assistants
* dealing face to face with members of the public, Council members and officers, and external organisations
* providing advice on available sources to customers and staff
* supervising equipment/materials and providing assistance in its use when requested
* providing assistance in the use of online resources
* maintaining confidentiality/data protection
* handling and receipting cash, cheques and credit/debit card payments from customers in person and as part of enquiry service
* assisting with group visits, including schools

Maintain security of archive collections by ensuring search room rules and proper procedures for document production and handling are followed in the Search Room by staff and customers.

Produce documents, which can be heavy and difficult to handle, from strongrooms. This involves moving mobile shelving, using physical effort, working at height, using steps, and working in confined spaces. To always handle the archives with care.

Supervise enquiry service for customers who are unable to visit the Record Office in person. Duties include:

* Control incoming enquiries, allocating to appropriate member of staff to respond.
* Day-to-day management of online shop orders and enquiries.
* Answer written enquiries, including those with complexity but which do not require the professional expertise of an archivist. Carry out research and present findings in a clear, high quality written response.
* Answer telephone enquiries.

Copy unique and possibly fragile archives, using a range of techniques, including:

* photocopying
* scanning
* specialised digital camera
* saving digital images to network and using digital delivery methods

Carry out simple listing of archives.

Weekly banking of Record Office income, using Oracle/Debs and ICON systems. Provide information to clients for payment and monitor payment. Ensure that system balances. Maintain accurate records to assist County Archivist monitor budget

Manage the County Council deed packet system, including daily issue and return of deeds to named officers; adding/removing deed packets to the system; producing reports; maintaining security and confidentiality.

Update and manage computerised document location system. Produce reports. Lead initial search for misplaced documents.

Create and maintain family history resources on Record Office website, including regular updating of church register listings.

Supervise stock control of Record Office publications for sale.

Manage indexing systems, including coordinating volunteers, allocating work, quality control, arranging binding, maintaining records and finding aids.

To work the contracted hours to meet the needs of the Service which may include some evening and/or weekend work.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All employees will receive appraisals and it is the responsibility of each employee to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all employees to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All employees are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work unless it is permitted for the purposes of their role, they have explicit consent from the person concerned or exceptions governed by legislation.

All employees must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

**Person Specification – Search Room Supervisor (Grade 6)**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | NVQ Level 3 or equivalent | GCSE History  IT qualification, such as ECDL | Application form  Selection Process  Pre-employment checks |
| **Experience** | Experience of working with the public, council members and staff, delivering a high quality public service.  Experience of dealing with public enquiries.  Experience of supervising staff/volunteers.  Experience of working with IT applications, for example Microsoft Office, e-mail, scanning, photo editing, file management, websites | Experience of working in a local authority record office, library or similar.  Experience of filing and accurate maintenance of records.  Experience of working with people of different ages and abilities.  Experience of handling cash, banking procedures, use of Oracle/Debs/ICON. | Application form  Selection Process  Pre-employment checks |
| **Skills/Knowledge** | The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.  Ability to work as part of a small team.  Ability to work unsupervised.  Ability to explain and demonstrate facts and systems in a clear manner.  Ability to work under pressure and prioritise tasks.  Ability to work accurately and maintain accuracy during repetitive tasks.  Excellent interpersonal and communication skills.  Organisational skills.  Excellent numeracy and literacy skills.  Knowledge of local and family history sources.  Clear handwriting.  Ability to undertake a physically demanding job.  Confidence to climb steps and work at height and in confined spaces.  Manual handling skills.  Understanding of the need to maintain confidentiality. | Knowledge of IT applications relating to information/archive services.  Knowledge of County Durham and its history, including local government reorganisation.  . | Application form  Selection Process  Pre-employment checks |
| **Personal Qualities** | Helpful attitude.  Enjoy working with people.  Tact and diplomacy.  Flexible approach to work, ability to work at different tasks as different demands are made on the Office.  Self-motivated.  Exercise care in carrying out a task.  Willingness to work outside normal office hours occasionally. |  | Application form  Selection Process  Pre-employment checks |