

## DARLINGTON BOROUGH COUNCIL

### ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

#### JOB DESCRIPTION

<b><u>POST TITLE :</u></b>	Visitor Assistant
<b><u>PAY BAND :</u></b>	Band 3
<b><u>JOB EVALUATION NO.</u></b>	A243
<b><u>REPORTING RELATIONSHIP</u></b>	The post holder shall be accountable to the Museum Curator.
<b><u>JOB PURPOSE:</u></b>	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.
<b><u>POST NO.</u></b>	POS000448
<b><u>PDR COMPETENCY FRAMEWORK:</u></b>	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. 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.
23. 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.

**Date: October 2019**

**DARLINGTON BOROUGH COUNCIL****PERSON SPECIFICATION****VISITOR ASSISTANT****ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES****POST NO. POS000448**

All appointments are subject to satisfactory references.

<b>Criteria No.</b>	<b>Attribute</b>	<b>Essential (E)</b>	<b>Desirable (D)</b>
<b>Qualifications &amp; Education</b>			
<b>1</b>	Welcome Host training or similar.		<b>D</b>
<b>2</b>	NVQ Level 2 or equivalent qualification in a relevant subject (e.g. Tourism).		<b>D</b>
<b>3</b>	Basic First Aid Qualification.		<b>D</b>
<b>Experience &amp; Knowledge</b>			
<b>4</b>	Approximately one years' experience of working in a customer / public focused environment.	<b>E</b>	
<b>5</b>	Experience of handling cash.	<b>E</b>	
<b>6</b>	Understanding of health & safety.	<b>E</b>	
<b>7</b>	Understanding of record keeping and stock control systems.	<b>E</b>	
<b>8</b>	Museum or gallery experience.		<b>D</b>
<b>9</b>	Knowledge of or interest in railway history or social history.		<b>D</b>
<b>10</b>	Knowledge of the local area.		<b>D</b>
<b>11</b>	Knowledge of security systems and procedures.		<b>D</b>
<b>12</b>	Woodworking, painting or other skills, to contribute to the making or improvement of displays.		<b>D</b>
<b>Skills</b>			
<b>13</b>	Ability to accurately learn and relate information about exhibits, railway history and the social history of the area.	<b>E</b>	
<b>14</b>	Ability to maintain accurate records.	<b>E</b>	
<b>15</b>	Ability to effectively communicate orally with a wide range of people.	<b>E</b>	
<b>16</b>	Demonstrable organisational and motivation skills.	<b>E</b>	
<b>Personal Attributes</b>			
<b>17</b>	Ability to deal with a diverse range of situations.	<b>E</b>	
<b>18</b>	Committed to high standards of customer service.	<b>E</b>	
<b>19</b>	Ability to be on time for all duties.	<b>E</b>	
<b>20</b>	Ability to demonstrate a welcoming and approachable manner.	<b>E</b>	
<b>21</b>	Ability to work successfully as part of a team.	<b>E</b>	
<b>22</b>	Flexible approach to a fast changing working environment.	<b>E</b>	
<b>23</b>	Able to work under pressure and to deadlines.	<b>E</b>	
<b>Special Requirements</b>			
<b>24</b>	The ability to communicate at ease with customers and provide advice in accurate spoken English'.	<b>E</b>	
<b>25</b>	A flexible approach to working time arrangements to be available on evenings and weekends.	<b>E</b>	
<b>26</b>	The successful candidate will be expected to wear the uniform provided.	<b>E</b>	
<b>27</b>	Capable of independent travel to carry out the requirements of the post.		<b>D</b>