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| **Job Description** | |
| **Post title** | Technical Assistant |
| **JE Reference No** | N9670 |
| **Grade** | 4 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Culture, Sport and Tourism |
| **Reporting to** | The Museum Operations Officer, Duty Officer – Education & Museum Technicians |
| **Location** | Your normal place of work will be Killhope Lead Mining Centre but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

**Work alongside:** Other Cultural Assistants & Receptionists.

**Work with:** Museum Group colleagues

**Responsive to:** Elected Members, Museum Group colleagues, community groups, residents, statutory and non-statutory organisations and funding partners.

To support the aims of Killhope: Lead Mining Museum by ensuring the best possible service

for every visitor through the provision of efficient and effective day-to-day operations and

the delivery of the highest standards of customer care.

To actively assist the museum in the continuous improvement and development of performance and quality.

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| **Duties and responsibilities** |

By providing advice, assistance and information, deliver an effective, flexible, high-quality and customer-focused service to all visitors to Killhope: Lead Mining Museum in accordance with Durham County Council’s Equal Opportunities Policy.

To ensure that all routine maintenance necessary to keep the site, mine and exhibits in a safe and good condition is carried out either directly by yourself, by other members of staff or volunteers or by outside contractors.

To maintain accurate records and ensure adequate levels of tools, equipment, fittings and stores are maintained and, working to the Duty Officer (maintenance), to order replacements when required.

To maintain COSHH and other appropriate health and safety records.

To assist in managing a programme of servicing of site plant and equipment and maintain service records.

To assist development work as directed by the Duty Officer (maintenance).

To undertake pre-shift and mid-shift inspections of the mine.

To act as an information assistant when so directed by the relevant management staff.

Support the exhibitions and events, both permanent and temporary, through basic construction work, painting, cleaning, exhibition and event setting up and dismantling, handling and cleaning objects and displays.

Assisting with the delivery large and small events with tasks deemed suitable by the museum Operations Officer.

To assist in the secure opening & closure of the facility as appropriate.

Provide janitorial services for the maintenance and repair of the building, including housekeeping, fault reporting, general maintenance, basic repairs, room preparation and the provision of additional cleaning during the day.

Ensure that all approved procedures are routinely followed for the Health and Safety of colleagues and visitors to the building.

Due to the specialist nature of the work, regular weekend and Bank Holiday working will be required.

Personal Development

Undertake continuous training to ensure both a full understanding of all duties and for self-development.

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.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*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.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | 4 GCSE’s (A-C) or NVQ level 2 in a relevant subject or equivalent | A vocational qualification related to maintenance and repair of buildings and/or plant, machinery and equipment |
| Experience | Experience of working with the public or with groups of people from various backgrounds  Experience in delivering a safe environment for events & activities |  |
| Skills & Knowledge | Excellent communication skills, written and verbal  Strong interpersonal skills  Ability to take responsibility and work unsupervised  Ability to relate to visitors of all ages from all backgrounds  Work as part of a team  Customer care skills and training  Interest/knowledge of Lead mining history  Ability to work to tight deadlines  The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post | * Competent in basic DIY |
| Personal Qualities | Discretion in matters of confidentiality  Flexibility and ability to develop new skills and new ways of working  Willing to undertake training both for self-development and to provide an improved service for visitors  Due to the requirement to drive a County Council vehicle in this role, appointment will be subject to the production of a valid driving licence for the required category of vehicle and the satisfactory completion of an in-house Driver Induction Assessment. |  |