

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Culture & Leisure		Service Area: Museums Service	
JOB TITLE: Visitor Services Assistant (Casual)			
GRADE: E			
REPORTING TO: Operations & Projects Manager			
1.	<p>JOB SUMMARY: To contribute to achieving excellent standards of customer care throughout the venue. You must have a passion for working with the public, as the job entails welcoming visitors and making the museum, shops, Victorian Street, tearoom, displays and activities as accessible and enjoyable as possible. You will contribute to achieving excellent standards of customer care, interpretation and presentation throughout the museum, delivering talks and guided tours.</p> <p>You must be flexible, as the shifts offered will be changeable with peak seasons, and may be very short notice to cover staff sickness. You may be asked to work weekends and bank holidays.</p>		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To welcome visitors to the welcome desk, retail spaces, tearoom, process sales and maintain standards of customer care. To keep all museum areas clean and tidy at all times. To assist the permanent Visitor Services Assistants to re-merchandise shops and create displays.	
	2.	To assist with admin and practical duties as necessary to support the Museum Service and operations, including selling tickets, taking bookings, admissions, till reconciliation and cash handling, record keeping and sharing, un/locking of premises.	
	3.	To wear historical costume if appropriate to add life to the Museum and Park’s retail spaces.	
	4.	To support the volunteering programme at the museum, ensuring volunteers have everything they need to fulfil their duties.	
	5.	To support and participate in Museum and Park events and activities as required.	

	6	To undertake any training and development necessary to meet the duties and responsibilities of the post. To assess and make provision for the training needs of colleagues for which the post holder is responsible.
	7	To take reasonable care of your own health and safety and co-operate with management, so far as it is necessary to enable compliance with the Authorities Health and Safety rules and legislative requirements.
	8	To undertake any such other duties and responsibilities commensurate with the grading and nature of the post.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)

Job Description dated 2021



PERSON SPECIFICATION

Job Title/Grade	Visitor Services Assistant (Casual)	
Directorate / Service Area	Culture & Leisure (Museums)	
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	-Good standard of education (5 GCSE or equivalents)		Application form
Experience	-Experience of delivering customer-focussed services -Experience of operating a POS system	-Museum experience -Experience in a customer facing role in a museum environment	Application / Interview

Knowledge & Skills	<ul style="list-style-type: none">-Good communication skills-Good customer care skills	-Interest in museum collections & objects	
Specific behaviours relevant to the post	Demonstrate the Council's Behaviours which underpin the Culture Statement.		Application / Interview
Other requirements	<ul style="list-style-type: none">- Flexible- Able to work on own and as part of a team	-Enthusiasm for museums and their work	

Person Specification dated 2021