

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Neighbourhoods		Service Area: Culture, Customer Service, Libraries and Events	
JOB TITLE: Visitor Welcome Assistant			
GRADE: E			
REPORTING TO: Visitor Welcome Supervisor			
1.	JOB SUMMARY: To welcome visitors and make the venue, displays and activities as accessible and enjoyable as possible. To contribute to achieving excellent standards of customer care, interpretation, and presentation throughout the museum. To work on the admissions desk, in retail spaces and steward galleries.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To welcome and engage visitors, to make the venue, displays and activities and their visit as accessible and enjoyable as possible	
	2.	To contribute to achieving excellent standards of customer care, interpretation & presentation throughout the venue. To include delivering guided tours, talks and presentations.	
	3.	To contribute to the safe and efficient and economical operation of the venue and activities	
	4.	To assist with admin and practical duties as necessary to support the Museum Service and operations, including producing materials, taking bookings, admissions and cash handling, record keeping and sharing, evaluation, un/locking of premises.	
	5.	To support and participate in Learning activities throughout the museum and Borough, as required, including delivery of in-gallery activities, workshops and interpretation	
	6.	To wear historical costume when appropriate and take part in activities to add life to the Museum and Park.	
	7.	To assist volunteer colleagues to work as part of the Preston Park Team.	
	8.	To support and participate in Museum and Park events and activities as required.	
	9.	To be aware of and adhere to all relevant SBC financial, legal and administrative policies and procedures.	

	10	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.

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.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

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)			
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Job Description dated February 2026



PERSON SPECIFICATION

Job Title/Grade	Visitor Welcome Assistant	E
Directorate / Service Area	Neighbourhoods	Culture, Customer Service, Libraries and Events
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	• Good standard of education (literacy and numeracy)	• 5 GCSEs or equivalents • Customer Service or other relevant qualification	Application form
Experience	• Experience of delivering customer-focussed services in a heritage/leisure or hospitality environment • Experience of cash handling and using electronic tills	• Work in a museum, heritage or cultural environment	Application / Interview

Knowledge & Skills	• Good communication skills • Good customer care skills • Ability to deal with the physical nature of the job	• An interest in learning about museum collections and objects, history and art	
Specific behaviours relevant to the post	• Demonstrate the Council's Behaviours which underpin the Culture Statement. • IT skills • Flexible • Willing to work weekends and bank holidays • Able to work on own and as part of a team • Willing to wear uniform and where necessary historic costumes	• Enthusiasm for museums and their work	Application / Interview
Other requirements			

Person Specification dated February 2026

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Neighbourhoods	SERVICE AREA: Culture, Customer Service, Libraries and Events
JOB TITLE: Visitor Services Assistant	
GRADE: E	
JOB LOCATION / BUILDING: Preston Park Museum and Grounds	
REPORTING TO: Operations and Projects Manager	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		X
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		X
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		X

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		X
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		X
Known Risk	Yes	No

Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		X
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		X
Working at Heights - Safety Critical: Employee will be required to work at a height .		X
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		X

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		X
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		X
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		X
Lone Working (including Home Working): Employee will be required to work alone.		X
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	X	
Any Other: Please identify any other known risks associated with this job role.		

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: **R Wills**

Date: **Oct 2025**

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk