



Culture & Libraries

Museum Assistant

Job Description and Person Specification

Job Description

Job Title:	Museum Assistant
Service Area:	Culture & Libraries
Function:	Heritage
Team:	Museum
Post number:	CL
Grade:	VR3
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	40 hours/52.14 weeks
Base location:	Central Library
Reports to: <i>Job title</i>	Museum & Heritage Manager
Responsible for: <i>Job titles of direct reports</i>	N/A
Role purpose and role dimensions: <i>Overview of the job</i>	To undertake all front-of-house duties of the Museum, ongoing administration and assist in the school education, events and collections management programmes.
Key external contacts: <i>Organisations</i>	
Key internal contacts: <i>Job titles or groups of staff</i>	Museum & Heritage staff
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	Cash handling for Museum shop
Key areas for decision making:	
Other considerations: <i>E.g. working patterns</i>	The postholder will be expected to work in line with operational requirements

Key accountabilities and result areas:	Key elements:
	<ol style="list-style-type: none"> 1. To undertake customer services and front of house duties including: <ul style="list-style-type: none"> • opening and closing the Museum • ensuring the Museum 'Standards for Display' policy is adhered to • staffing the Museum, welcoming visitors and recording visitor numbers • operating the small museum shop • being responsible for following Museum and Vision RCL health and safety procedures • liaising with Library security staff to ensure a safe environment for staff and visitors 2. Recording and balancing daily and weekly shop stock records and till records; carrying out stock take procedures on a monthly basis; ordering shop stock. 3. To assist the Museum Education Officer with the delivery of school education sessions and support other educational projects. 4. To assist with the Museum's evaluation/market research programme by gathering customer feedback from Museum evaluation forms both in the Museum itself and for Museum events, and producing regular analyses of results. 5. To assist with the Museum's marketing activities including designing publicity posters and coordinate mail-outs. 6. To deal with routine enquiries from members of the public about the Museum's programme of exhibitions, events and education services. 7. To assist the Collections Officer with the documentation of the Museum and Heritage collections, including entering object records on a MODES computer database and assisting with basic accessioning, cataloguing and marking of Museum objects 8. Designing and producing children's quiz sheets. 9. To assist or deliver the planning, production and delivery of family activities and events. 10. To occasionally assist with exhibition work including research, design, text writing, producing simple labels and graphics. 11. To administer events bookings 12. To set up and carry out general administrative duties. 13. To perform any other duties commensurate with the job title and grade which may be deemed appropriate by the Museum and Heritage Manager.
General Duties	<ul style="list-style-type: none"> • The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Company's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Company/Council's databases and systems. Any breaches could result in disciplinary measures. Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Company will require a DBS check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the Company strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote all relevant policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services, ensuring Vision's values and embraced and adopted
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

<p>To contribute as an effective and collaborative member of the team</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
---	--

Person Specification

Post Number:		Job Title:	Museum Assistant					
<i>Method of candidate assessment: A = Application form I = Interview T = Test.</i>						A	I	T
Minimum education/ qualifications:	<ul style="list-style-type: none"> 5 GCSE's including English and Mathematics 					A		
Experience:	<ul style="list-style-type: none"> Experience of working with diverse audiences in a customer-facing role Some experience of working in museums, ideally with a social history focus Some experience of working with children, families and older people Experience of successfully working to tight deadlines 					A A A A	I I I I	
Skills:	<ul style="list-style-type: none"> Excellent verbal and written communication skills. Strong attention to detail and high levels of concentration. Able to present ideas clearly at a variety of levels. You will have good organisational and research skills. You will have the ability to work well on your own initiative and as part of a team. Ability to work with demanding workloads and within time constraints. Strong computer literacy (word processing, databases, spreadsheets) with a working knowledge of collections management databases. Excellent attention to detail, ensuring that data is entered accurately. 					A A A A A A A A	I I I I I I I I	
Knowledge:	<ul style="list-style-type: none"> Some knowledge of British social history You will have some knowledge of contemporary archive and museum practice in such areas such as collections management You will have knowledge of user expectations of Museum and Heritage services 					A A A	I I I	
Other conditions:	<p>You must have a confident, outgoing, engaging personality and will be comfortable in dealing with a diverse public in sometimes challenging situations.</p> <p>As the main point of contact for most Museum users you will be interested in the subject matter of Redbridge Museum & Heritage and have a willingness to engage with visitors and users (particularly families) in a manner which is appropriate to the ethos of the Museum.</p> <p>You will want to play an important role in the work of the rest of the Museum team which includes delivering school education sessions, devising and running simple holiday activities for families and supporting collections management duties.</p> <p>You must be able to work every Saturday to cover the Museum opening hours of Tuesday – Friday 10 – 5 and Saturday 10 - 4.</p>							
Signature of Employee:	Name:		Date:					