



Job Profile

JOB TITLE: Museum Assistant

GRADE: Scale 4

POST NO:

JOB TIER:

DBS CHECK: Enhanced

GROUP: Libraries, Museums & Theatres

SERVICE: Homes & Communities

REPORTING STRUCTURE

Reports to: Visitor Experience and Operations Manager

Direct Reports: None

Indirect Reports: None

ROLE PURPOSE:

- Deliver high quality live interpretation at the Battle of Britain Bunker and other heritage sites, e.g. tours
- Working to a high level of customer service, provide information, assistance and support to a wide and diverse range of visitors.
- Assist with museum day-to-day running, events and sales
- To support Hillingdon Museums with seven day opening, by frequently working weekends on a rota basis.

A. Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- To be part of a team ensuring public access to buildings at the Battle of Britain Bunker Visitor Centre, Manor Farm site, Eastcote House Gardens, and Hillingdon Museum as part of the Museums and Archives service offered by the Council.

2. People Management

- No direct responsibility, but may be required to assist with induction and training of new staff.

3. Operational Service Delivery

Customer Service:

- To deliver historically accurate, entertaining and well-timed tours to members of the public, mainly at the Battle of Britain Bunker, based on a framework developed by the curatorial team;
- To adjust the approach and content of tours and other interpretation, to reach diverse audiences, including children and visitors from other countries;
- To deliver both regular and family/education tours as directed;
- To build knowledge on the specialist subjects delivered, conduct independent research, and be able to answer questions from the public;
- To act as support steward to other tour guides and help the public to enjoy our historic premises safely;
- To undertake other stewarding and museum tasks as required;
- To increase access to Museums sites by conducting accessible tours/talks and private tours for specialist interest groups;
- To work on front desk and undertake ticket sales shifts
- Assist with staff and volunteer rotas
- To assist in the training and mentoring of new staff and volunteers
- Organise commercial bookings and gift shop administration
- Collections and research tasks
- Assist in digital marketing, website administration and social media
- Assist with events and small scale projects
- Undertake quality control around tours and other live interpretation across Museums sites, for example through conducting customer surveys;
- Actively deal and resolve problems and complaints from customers and corporate hire groups and to communicate relevant actions and unresolved issues to the Operations Manager;
- Ensure the building is left in a clean, tidy, safe and secure state at the end of the shift.

- Keyholder responsibilities.

Health & Safety:

- To maintain a certificate of Emergency First Aid at Work and practice first aid for the public and staff as situations require;
- To ensure hazards within the building and on the site are contained and monitored and kept to accepted limits. Ensure emergency exits are kept clear of obstructions inside and out, and security procedures are followed at all times;
- Follow training to a competent level with accident and emergency procedures, and if required undertake an emergency evacuation of the premises. Liaise with members of the emergency services as required.

Other Duties:

- Undertake basic clerical and administrative duties as required by members of the Bunker administration staff;
- Support the council's Equal Opportunities Policy by ensuring hirers have equal access to community facilities and activities centred on the Hillingdon Museums;
- To undertake other duties which are in line with the post and level required of a Duty Manager/Officer.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of your own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost effective changes to your own way of working.

6. Service Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

- **Internal:** Hillingdon Museums staff and volunteers, clients, customers, other council departments/sections, contractors.

- **External:** General public, hirers including professional and non-professional bodies.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Delivery of service as outlined above and evaluated regularly in performance evaluations
- Customer feedback demonstrates that residents are being put first
- That appropriate standards are met with regards to customer safety and premises management in accordance with requirements as outlined by the premises manager.

B. Person Specification

Museums Assistant

This person specification will be used for recruitment to the **Museums Assistant** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
	✓	✓
Good standard of spoken english	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
	✓	✓
Ability and willingness to work a variety of flexible hours as and when required, including evenings, weekends and bank holidays.	✓	
Up-to-date Emergency First Aid at Work Certificate or willingness to obtain	✓	
Ability to access buildings and surrounding site including uneven ground, and an underground facility with stair-only access	✓	

3. EXPERIENCE	ESSEN TIAL	DESIR ABLE
	✓	✓
Experience of working in a customer facing role	✓	
Previous experience working within a museum or heritage organisation		✓
Previous experience of managing or supervising staff or volunteers		✓
Experience of working with families, children and young adults		✓
4. KNOWLEDGE & SKILLS	ESSEN TIAL	DESIR ABLE
	✓	✓
Knowledge of the subject areas covered by Hillingdon Museums, such as 20th Century military history, the Battle of Britain and/or social and local history	✓	
The ability to work unsupervised and with minimum support	✓	
The ability to use one's own initiative to act and think decisively	✓	
The ability and willingness to carry out own research	✓	
5. COMPETENCIES	ESSEN TIAL	DESIR ABLE
"Can do" positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development		

Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	
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