



Job Profile template

JOB TITLE:	Museum Assistant
GRADE:	Scale 4
POST NO:	various
JOB TIER:	
DBS CHECK:	Standard
DIRECTORATE:	Residents Services
SERVICE:	Libraries, Museums & Theatres

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.

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.

Person Specification

Museum Assistant

This person specification will be used for recruitment to this 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	ESSENTIAL ✓	DESIRABLE ✓
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	ESSENTIAL ✓	DESIRABLE ✓
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	ESSENTIAL ✓	DESIRABLE ✓
"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.	✓	

Our values

Respect

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.