

Additional information and person specification – Casual Museum Assistant

The role is to

This role is to support all museum operations and activities in order to ensure visitors gain the best possible experience of their visit to the museum. Supporting the care of the collections, schools and guided tours, and site security as part of the museum team.

KEY ACCOUNTABILITIES

Provide assistance and information for visitors, conduct guided tours, demonstrate exhibits as directed and assist with use of equipment such as audio visual.

Ensure the highest standards of customer care are in place at all times to provide an excellent experience for all visitors.

Take queries and enquiries from visitors and over the telephone, answering these where information is available and taking details/messages to pass on to other colleagues where appropriate.

Assist in ensuring the security of the museum, its collections, fixtures and fittings, public/visitors and staff by patrolling the site, invigilating the galleries and supervising visitors as appropriate. This will include assisting members of the public to leave the building in the event of an evacuation.

Key holding: opening and closing the building on occasions. General premises safety, including building security and the prompt reporting of any defects.

Assist in the operation of the reception, shop and cafe, including all areas of retail sales, stock management, cash handling, financial controls and food hygiene.

Support wider events programme in appropriate ways; help plan and deliver events and activity sessions; facilitate group and school visits; assist with meetings and functions, including preparing and serving refreshments – ensuring appropriate hygiene standards are maintained. Occasional car park duties where and when appropriate.

Set up and dismantle stands, equipment and exhibitions; move furniture and exhibits.

Clean exhibits and displays, under direction. Clean and tidy the property and contents, including toilets. Where appropriate to clear litter and snow in the environs of the property. Assist with Health and Safety and environmental monitoring.

Receipt of goods. Collection, delivery and distribution of publicity material and/or other items. Occasional driving of museum van, when appropriate, if post holder holds a full driving license.

Use the LCC intranet for communication, personnel matters and training etc. The post holder will be required to undertake appropriate training.

Deputise for the designated line manager when required.

Person Specification

Requirements	Essential (E) Desirable (D)	Application form (A) Interview (I)
Experience of face to face work with the public, preferably including children.	E	A / I
Excellent customer care skills	E	A / I
Flexibility and team working	E	A / I
Good verbal communications	E	A / I

Ability to lift and carry reasonable loads and to be able to stand/walk for long periods	E	A / I
Evening, weekend and Bank Holiday working may be required	E	A / I
Experience of working in a heritage venue	D	A / I
Experience of work in a shop or reception	D	A / I
Experience of work in a catering environment	D	A / I
Manual handling skills	D	A / I
Ability to learn and gain knowledge and skills	D	A / I
Basic ICT skills	D	A / I
Commitment to equality & diversity	E	I
Commitment to health & safety	E	I
Display the LCC values and behaviours at all times and actively promote them to others	E	I

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