

Additional Information and Person Specification for –

TECHNICAL DEMONSTRATOR

KEY ACCOUNTABILITIES

The role is to

This role is to demonstrate a range of historic machinery in a safe manner to provide engaging interpretation to visitors. To assist in the maintenance of the machinery and its environs as required and contribute to the manufacture of woven fabric to a high standard. To support all museum operations and activities in order to ensure visitors gain the best possible experience of their visit to the museum.

You will ensure that visitors have the opportunity to understand and engage with this work through high quality interpretation and demonstration of this work. You will be familiar with the mechanics of winding, drawing in and the weaving equipment, their function and conservation requirements.

You will ensure the highest standards of customer care are in place at all times to help deliver the best possible visitor experience. This will include providing high standards of interpretation and presentation to ensure visitors have an enjoyable and engaging experience. You will also provide specific interpretation for education and specialist groups and act as a guide to the site for these visits.

You will comply with procedures to manage risk to yourself, your team, volunteers, visitors and contractors. You will ensure that the textile machinery held in the collections is operating correctly on a daily basis, assist with the routine maintenance of the textile machinery including the movement and storage of machinery and report/log any faults. Maintain working areas in a clean and tidy manner.

You will maintain records on behalf of the Museum Manager relating to the running of the machinery, the usage of yarn, cloth and other materials involved in demonstration and production, processes, and sales. You will order warp, weft and other supplies relating to the production of cloth.

You will share technical knowledge / experience with other team members to include training where applicable and contribute to the delivery of the interpretation strategy.

You will be an excellent team player working alongside colleagues and volunteers, helping to create a great place to work.

You will assist in ensuring the security of the museum, its collections and equipment, public/visitors and staff by invigilating the museum 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.

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

ADDITIONAL SUPPORTING INFORMATION:

The set rota for this post will include working each weekend and Bank Holidays.

Person Specification

Knowledge, skills & experience needed

Requirements	Essential (E) Desirable (D)	Application form (A) Interview (I) Presentation (P)
Excellent customer care skills; good presentation, communication and inter-personal skills; punctual and reliable as working to timed programmes.	E	A/I
Demonstrable practical experience of working with textiles.	E	A/I
Working knowledge and /or interest of textile machinery and its maintenance.	E	A/I
Ability to work effectively as part of a team and unsupervised, flexibly and use own initiative.	E	A / I
Strong verbal communication skills including public presentation and the ability to communicate in an engaging and informative manner with a wide range of people.	E	A / I
Good people skills enabling strong relationships both internally and externally.	E	A/I
Ability to work weekends, Bank Holidays and evenings when required	E	A / I
Experience of working with the public in a customer service environment	D	A / I
Experience in interpretation and / or delivery of events in the tourism or heritage industry.	D	A / I
Experience of using ICT eg keyboard skills, spreadsheets, email, internet and social media	D	A / I
Knowledge of health & safety compliance requirements	E	I
Commitment to equality & diversity	E	I
Display the LCC values and behaviours at all times and actively promote them to others	E	I