

Job Description

Archive Assistant

Service:	Cultural Services	Team:	Archives
Location:	Lancashire Archives, Preston		
Salary range:	As advertised	Grade:	4
Reports to:	John Rogan	Staff responsible for:	None

Job Purpose

As an archive assistant in the Archives team, you will help to provide a high-quality archive service for Lancashire: helping people in person, making documents available for research, responding to enquiries, copying material for customers and assisting in other work on the archive collections.

Accountabilities / Responsibilities

- Welcome customers who visit Lancashire Archives in a friendly and helpful manner
- Provide concise and accurate information, in a timely manner, to customers who make enquiries by email, over the telephone or face to face
- Produce archives from the strongrooms, return to their correct place after use, and help ensure that they are not misplaced or damaged whilst in use
- Access and interpret collections information in CALM - our archive management system - catalogues and other finding aids
- Make copies of archive material as required
- Assist in cleaning and re-packaging archives
- Operate as a flexible, pro-active and effective team member and work under limited supervision to provide an excellent customer service
- Safeguard Lancashire's unique and irreplaceable archive collections by careful and appropriate handling and by following routine service procedures for archive management and security
- Support other Lancashire Archives teams as required
- Undertake any training relevant to the needs of the post

Other

- **Equal Opportunities**
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused**
We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification ***Archive Assistant***

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
<ul style="list-style-type: none"> • Possession of, or the ability to demonstrate the capability to gain relevant qualifications, licences or equivalent where applicable.
Experience
<ul style="list-style-type: none"> • Experience of working in a customer-facing role • Experience of doing research* • Experience of working with archive material*
Essential knowledge, skills & abilities
<ul style="list-style-type: none"> • Ability to work as a member of a team • Ability to work accurately and with attention to detail • Ability to work with limited supervision • Ability to deliver an excellent customer- focused service • Excellent communication skills and the ability to communicate effectively in English • Excellent digital skills • Ability to lift and carry archives and books repeatedly • Interest in local or family history
Other essential requirements
<ul style="list-style-type: none"> • Commitment to equality and diversity. • Commitment to health and safety. • Display the LCC values and behaviours at all times and actively promote them in others.