

**CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL
JOB PROFILE**

DEPARTMENT: PLACE	SERVICE GROUP: Sport & Culture
POST TITLE: Visitor Assistant	REPORTS TO: Visitor Services Manager
GRADE: BAND 5	SAP POSITION NUMBER :

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

Key Purpose of Post:
<p>To create a pleasant atmosphere for visitors and provide them with help, direction and information on exhibits and the buildings as necessary.</p> <p>To ensure the safety and security of Museums and Galleries premises, their contents and artefacts, their visitors and staff. to ensure the cleanliness of premises and their contents, to assist in the mounting and dismantling, packing and care of exhibitions and displays.</p> <p>To work at any site within the service as required. make routine day to day decisions within set systems and procedures, referring others to the Visitor Services Supervisor</p>
Main Responsibilities of Post:
To support the work of at least two sites, but to work peripatetically in response to the

needs of the service. Required to wear uniform and protective clothing as supplied.

Operational responsibilities

Cash including shop and exhibition sales (value ranges from £100 to £2,000). security of site including building , collections, temporary exhibits, consumables, lost property, fixtures and fittings, staff and public by patrolling, observation of CCTV systems, locking and unlocking building, bollards, fire doors and shutters and operation of fire and security alarm systems .

Staff ,visitor and contractor safety, including delivery of emergency evacuation procedure, delivery of fire and emergency lighting tests as instructed and delivery of tasks using risk assessment framework and agreed procedures. Familiarity with and checks on fire fighting equipment and signage.

Procedural records, including completion of signing in sheets, fire test records, faults records, incident reports etc. Site maintenance including identification and resolution of building and display defects by notifying relevant staff or departments, attending to heating, lighting and replacement of light bulbs, tubes etc as part of general lighting and undertaking basic repair and maintenance tasks.

Accepting deliveries including checking and signing delivery notes.

Cleaning, including servicing public lavatories, and specialist cleaning of exhibits as directed

Snow clearing as necessary

Public Facing Responsibilities

Retail activity including selling souvenirs and publications within agreed procedures and ensuring stock maintained and set out and shop space clean and tidy in collaboration with Business Assistant.

Visitor comfort including taking action if unruly or anti- social behaviour is identified as per guidelines. Drawing the attention of the public to any contravention of the Museums, Galleries and Heritage Byelaws, and taking any action in accordance with the byelaws. Telephone/ reception duties including receiving and re-directing calls, taking messages as required, sharing information about opening times and activities, responding to public enquiries.

Learning activity by supporting learning officer/ curatorial team in preparation for and delivery of educational visits and public events. Visitor information including directing the public to galleries or particular exhibits upon enquiry, providing information about exhibits or galleries.

Technical Responsibilities

Lifting ,manoeuvring and setting out, furniture, equipment ,exhibits and display systems of varying weight and size, individually or as part of a team, following lifting and handling procedures.

Loading and unloading, packing and unpacking and transportation of exhibits and goods by assisting Curatorial/Collections staff /van driver as directed.

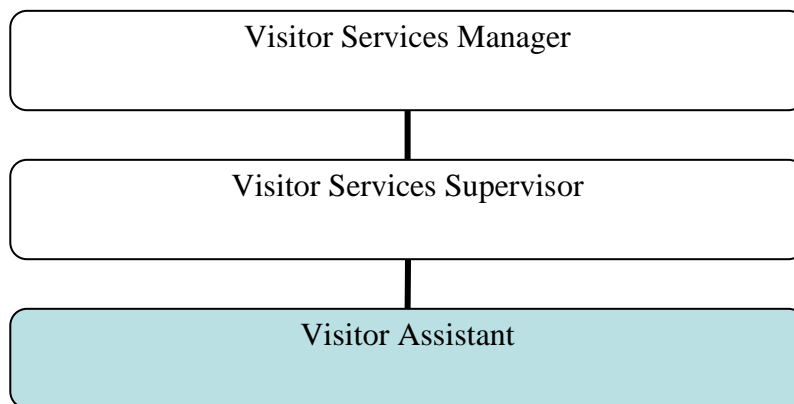
Preparation of display surfaces and exhibits prior to display as instructed and of exhibits for photography etc as required. (Can involve de-framing and re-framing). Operating audio visual and environmental control equipment, e.g. humidifiers and de-humidifiers as instructed.

Presentation, hanging and laying out of exhibitions, racking, screens display systems and displays, together with the positioning of sculpture and other exhibits as instructed verbally or in writing.

To operate and demonstrate machinery and processes to the public, either through small groups or individuals. (e.g. textile processes and machinery, steam engines, water wheels etc.)

To prepare relevant materials for demonstration (e.g. textile machinery, steam engines etc.) with due care to the Health and safety of staff and visitors and to deliver a coherent commentary during demonstrations.

Structure:



Special Knowledge Requirement. Will be used for shortlisting.

	Essential
Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.	
Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced threshold level – where the person is able to demonstrate that they can during the interview: a) Can express themselves fluently and spontaneously , almost effortlessly b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language	X

Required to understand and apply relevant technical knowledge, rules, processes and systems for the role.	x
Uses basic awareness of Health, Safety and Environment , including Risk Analysis	x
Operates tools and equipment including basic use of ICT relevant to the area of work	x
Awareness of data protection and data security protocols	x
Ability to adopt a process of continual improvement and suggest ways of working more efficiently and effectively	x
Interprets straightforward information	x
Demonstrate an understanding of working in a museum or theatre environment	x
Must be accurate and able to demonstrate good numeracy and literacy skills	x
Able to work with / provide information to the public-in writing, face to face over the telephone	x
Relevant experience requirement: Will be used for shortlisting	
The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet either the Advanced threshold level outlined under Special Knowledge above.	
Demonstrable experience of working in a public facing role	
Proven experience of key holder security and CCTV usage	
Relevant professional qualifications requirement: Will be used for shortlisting	
Core Employee competencies to be used at the interview stage.	
Carries Out Performance Management	
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.	
Communicates Effectively	
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.	
Carries Out Effective Decision Making	
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.	
Undertakes Structured Problem Solving Activity	
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.	

Operates with Dignity and Respect		
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.		
Working Conditions:		
Must be able to work evenings, weekends and bank holidays as required by the needs of the service. Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
Special Conditions:		
there is a requirement for the post to have DBS recruitment check		
Compiled by: Jacqui Buckley July 2019	Grade Assessment Date:	Post Grade: BAND 5