

# Rutland County Council

## Job Description

<b>Job Title:</b>	Senior Assistant, Museums
<b>Grade:</b>	G04
<b>Department:</b>	Places Directorate
<b>Team:</b>	Culture & Leisure
<b>Line Manager:</b>	Operations Manager

### **Purpose of the Job:**

To assist the Operations Manager in the delivery of Library and Museum/Castle front of house, with welcoming visitors, giving a high standard of service and dealing with retail processes.

### **Key responsibilities:**

1. To ensure the delivery of a professional, welcoming and inclusive service to users of Rutland's Libraries, Museum and Oakham Castle.
2. To ensure the efficient organisation and running of routine tasks, day to day security and safety of premises and assets.
3. To support the co-ordination of staff and ensure that sufficient cover is available to efficiently and effectively operate and secure the service points during opening hours, including back office work.
4. To monitor and assist in the supervision of the work of Library/ Visitor Assistants.
5. To make a contribution to the work of the Lifelong Learning Service in Rutland by participation in team projects and meetings with the team of Culture and Leisure.
6. To ensure assistants are fully aware of their duties and timetabling under the supervision of the Operations Manager and assist in the induction and training of assistants.
7. In the absence of the Operations Manager to assist with the day to day running and supervision of Libraries and Museums/Castle.
8. To participate and contribute to training programmes for staff.
9. To manage and maintain retail outlets at Rutland County Museum, Oakham Castle and Oakham Library within prescribed budget limitations, to liaise with stock suppliers and maintain financial spreadsheets.
10. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.



*This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post.*

## Person Specification

### Qualifications:

Educated to GCSE level grades A-C in English and Maths or equivalent

### Experience:

High level of customer care  
Handling confidential information appropriately  
Team working

### Knowledge:

Knowledge of Internet, Microsoft Windows, Outlook, Word, Excel and Access

### Skills:

Willing to train on other ICT systems  
Excellent Communication Skills, oral and written  
Good Numeracy and literacy skills  
Ability to deal with the public  
Able to work under pressure and prioritise appropriately  
Able to use own initiative  
Ability to work under pressure  
Able to work without direct supervision, sometimes as the only member of staff on the premises

### Values:

Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice  
Mobile and able to work from various locations  
Flexible approach to work  
Able to safely move and handle objects

