

# Epsom & Ewell Borough Council

## Role Profile Template

<b>Role Title:</b>	Museum Assistant
<b>Job Family:</b>	Service Delivery (G10)
<b>Service:</b>	Venues
<b>Location:</b>	Bourne Hall
<b>Reporting To:</b>	Museum Curator

<b>Role Purpose:</b>  <i>Why the role exists and its contribution</i>	To provide effective service delivery to the Museum service.  To assist the curator and museum team to collect, record and display material evidence in order to interpret history in the Borough, within the framework of the Council  To engage schools and the community with the collections and history of the borough  As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture
---	--

## Main Duties and accountabilities

<b>Service Specific</b>	<ul style="list-style-type: none"><li>Processes new acquisitions for the museum collections</li><li>Monitors loans to and from collections</li><li>Responds to enquiries from the public</li><li>Receives and interprets public enquiries</li><li>Completes original research</li><li>Prepares records of contemporary history</li><li>Writes text for exhibitions</li><li>Prepares for displays by finding, acquiring and borrowing items</li><li>Implements and monitors the display of museum items</li><li>Provides talks and guided walks for schoolchildren &amp; adults</li><li>Supplies and administers school loan boxes &amp; talks</li><li>Establishes contact with school teachers</li><li>Co-ordinates children's extracurricular learning activities</li><li>Monitors environmental conditions in the museum store</li></ul>
-------------------------	--

	<ul style="list-style-type: none"> <li>• Controls pest infestation of museum objects</li> <li>• Controls the removal and return of items to the museum</li> <li>• Runs children's club for Museum outreach.</li> <li>• Supports civic heritage events.</li> </ul>
<b>Generic Duties</b>	<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• To deliver effective front-line services to the public</li> <li>• To be a presence in public areas/venues within the Borough of Epsom &amp; Ewell.</li> <li>• To ensure the Council's service provision is of the highest standards through daily inspection and patrolling and liaising with appropriate Council employees/contractors</li> <li>• To confidently communicate with the general public.</li> <li>• To ensure compliance with and enforcement of any specific legislation.</li> <li>• To assist in the achievement of any annual Performance Indicators targets / service delivery plan and contributes effectively to My Performance Conversations</li> </ul>

<b>The key decision-making areas in the role</b>
<ul style="list-style-type: none"> <li>• Day to day management of venue and volunteers in absence of Curator</li> <li>• Responsibility for preservation of museum collections</li> <li>• Supervises the safety of children in school parties and educational activities</li> <li>• Ensures the accuracy of historical information</li> <li>• Selects exhibition material</li> </ul>
<b>Customers and contacts</b>
Public visitors to the venue, colleagues, elected members, all council departments, facilities management contractors, stakeholders, tenants and community groups, associated organisations.

<b>Dimensions of the role</b>	
<b>Financial</b>	<b>Non-financial</b>
<ul style="list-style-type: none"> <li>• Shared responsibility for income generation and expenditure budgets</li> <li>• Annual expenditure c £85,439.00</li> <li>• Annual income c £3,288.00</li> <li>• Accounting for expenditure and handling money.</li> </ul>	<ul style="list-style-type: none"> <li>• Support Museum volunteers</li> <li>• Emotional stress from the circumstances or behaviour of people</li> <li>• Implementing and enforcing regulations</li> <li>• Health and safety of customers</li> </ul>

# Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/Assessment
Experience operating in a museum, collecting, library or heritage environment	E	X	X
<b>Knowledge and Experience</b>			
Customer services experience	E	X	X
Use of Microsoft suite and basic database	E	X	X
Empathy with the unique nature of museum collections	E	X	X
<b>Skills</b>			
Problem solving	E	X	X
Creativity	E	X	X
Analytic skills	E	X	X
Training skills	D		X
Educational/motivational skills	E	X	X
Communication skills – written and oral	E	X	X
Working under pressure and to deadlines	E	X	X
<b>Additional Requirements</b>			