

Epsom & Ewell Borough Council

Role Profile Template

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

Role Purpose:	To provide effective service delivery to the Museum service.
<i>Why the role exists and its contribution</i>	<p>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</p> <p>To engage schools and the community with the collections and history of the borough</p> <p>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</p>

Main Duties and accountabilities

Service Specific	<ul style="list-style-type: none"> • Processes new acquisitions for the museum collections • Monitors loans to and from collections • Responds to enquiries from the public • Receives and interprets public enquiries • Completes original research • Prepares records of contemporary history • Writes text for exhibitions • Prepares for displays by finding, acquiring and borrowing items • Implements and monitors the display of museum items • Provides talks and guided walks for schoolchildren & adults • Supplies and administers school loan boxes & talks • Establishes contact with school teachers • Co-ordinates children's extracurricular learning activities • Monitors environmental conditions in the museum store
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	<ul style="list-style-type: none"> • Controls pest infestation of museum objects • Controls the removal and return of items to the museum • Runs children's club for Museum outreach. • Supports civic heritage events.
Generic Duties	<p style="text-align: center;">Service Delivery</p> <ul style="list-style-type: none"> • To deliver effective front-line services to the public • To be a presence in public areas/venues within the Borough of Epsom & Ewell. • To ensure the Council's service provision is of the highest standards through daily inspection and patrolling and liaising with appropriate Council employees/contractors • To confidently communicate with the general public. • To ensure compliance with and enforcement of any specific legislation. • To assist in the achievement of any annual Performance Indicators targets / service delivery plan and contributes effectively to My Performance Conversations

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

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

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
Knowledge and Experience			
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
Skills			
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
Additional Requirements			