

JOB OUTLINE	
JOB TITLE: Museums Assistant (Generic)	JET CODE: 6813
DIVISION: Customer Services	
SERVICE/BUSINESS UNIT: Partnerships and Community Services – Communities and Partnerships	
REPORTING TO: Visitor Services Officer (East or West)	
RESPONSIBLE FOR: Casual Museum Assistants and volunteers (for permanent posts only)	
JOB PURPOSE: To assist in the delivery of Museum services across East Lothian, maximising efficiency of service delivery within specific standards and in accordance with the Council's policies and plans with a commitment to achieve best value.	
MAIN DUTIES: • Deal with customer enquiries, resolving where possible at the first point of contact or referring to the most appropriate officer to resolve. • Ensure the security of all parts of the museum and carry out regular checks of exhibition areas. • Ensure the safety of visitors to the museum, undertake regular safety, security and fire checks for all areas. • Open and close designated museums, if required. • Monitor and report on shop stock levels, when required. • Record and bank revenue from shops and cafes sales, when required. • Record and report visitor numbers and undertake visitor surveys. • Report damage, stock replacements and repairs. • Assist in the preparation and delivery of workshops, learning activities and events and prepare resources including web updates and relevant publicity material and taking bookings, in conjunction with the Visitor Services Officer (East or West). • Assist in the preparation and installation of exhibitions and displays, in conjunction with the Visitor Services Officer (East or West) and other members of the team. • Give guided tours of the site/museum/exhibition.	

- Supervise Casual Museum Assistants and volunteers (for permanent posts only).
- Contribute to the development of policies, procedures and strategies relating to the Museum Service and ensure effective and efficient implementation.
- Contribute to the work of the Museum Services Team and to support other members of that team, as and when required.
- Contribute to the development of services available, in line with changing demands, targets, quality assurance standards and feedback, to ensure the delivery of an effective, efficient and high-quality service to both internal and external stakeholders.
- Develop and sustain effective internal and external relationships and appropriate partnerships in relation to the service being provided.
- Participate on internal and external working groups, as required.
- Support a culture of continuous improvement using management information and customer feedback.
- Assist in the management of procedures relating to the health and safety of staff, customers and visitors to Museums, in accordance with the Council's Health and Safety Policy and legislative requirements.
- Promote a positive image of Museum Services by providing excellent Customer Care.
- Promote the Council's vision and values and a corporate culture that is positive, customer focussed and supports employee engagement to the highest standards.

Tasks specific to Prestongrange Museum:

- Undertake serving duties in the Cafe.
- Undertake cleaning duties in the Visitor Centre, Volunteer Base and Activity Room.

Tasks specific to John Gray Centre :

- Provide reception cover at the museum/archive reception, when required.

Tasks specific to John Muir's Birthplace:

- Deal with enquiries regarding John Muir, the Birthplace and its displays.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

A minimum of National 4 English/Maths or Literacy/Numeracy or Intermediate 1 Communication/Numeracy or SVQ1/Standard Grade General level English/Maths and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

Disclosure Scotland:

- This role requires **PVG clearance** for regulated work with children and/or protected adults. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be **required prior to commencement**.

Scottish Social Services Council:

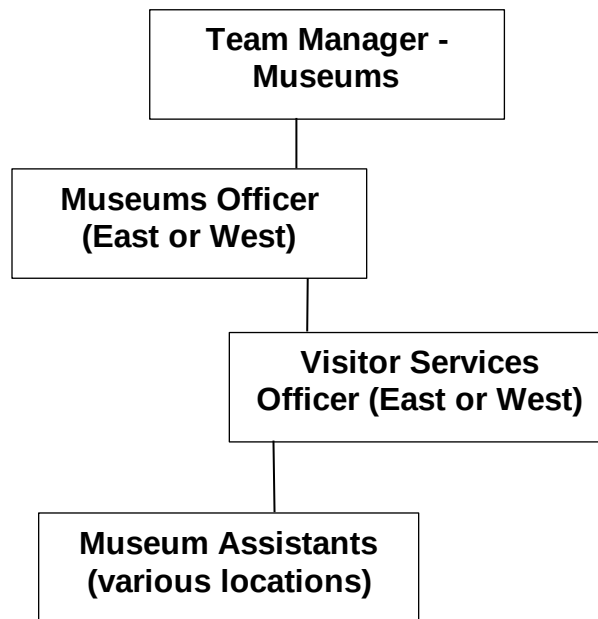
- N/A.

TEAM OBJECTIVES:

The Museums Service objectives are:

- to manage and operate 4 museums (John Gray Centre Museum, John Muir's Birthplace Museum, Dunbar Town House Museum and Gallery and Prestongrange Museum),
- to deliver excellent customer service and interpret East Lothian's fascinating past by a wide range of interpretation methods
- to support the operation of three community museums (Coastal Communities Museum, Musselburgh Museum, Dunbar and District History Society Museum),
- to develop, deliver and promote exhibition, activity, outreach and education programmes in person and online working with our stakeholders and communities,
- to manage and develop the East Lothian Council Museum collection.

ORGANISATIONAL CHART:



PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	A minimum of National 4 English/Maths or Literacy/Numeracy or Intermediate 1 Communication/Numeracy or SVQ1/Standard Grade General level English/Maths and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.	
Previous Experience (Paid & Voluntary Work)	Experience of working in a customer services or retail environment.	
Knowledge/ Skills /Competencies	Understanding of effective customer care. Understanding of the diverse needs of customers. Awareness of equalities and diversity. Effective verbal and written communication skills. Effective organisational and time management skills. Skilled user of Microsoft Office Suite such as Word, Excel, Outlook etc.	
Personal Qualities	Ability to work to a high degree of accuracy, paying close attention to detail. Ability to use own initiative. Ability to prioritise work under pressure and to meet deadlines. Ability to work flexibly as part of a team. Ability to manage effective relationships with tact and diplomacy.	

	Ability to deal sensitively with individual customers, including the need to maintain confidentiality.	
Council Behaviours	We are Person Centred We Initiate and Embrace Change We Strive to be the Best we can be We make things Happen We work Together	