

Visitor Services and Café Assistant

Scapa Flow Museum

At a glance:

Grade: C

Salary: As per advert

Allowances:

- Distant Islands Allowance
- Unsocial Hours 10%

Job Purpose:

Providing visitor services including site and collections care, engaging with visitors and shop sales and working in the café.

For application support contact hrsupport@orkney.gov.uk or call 01856 873535 ext.2250

Benefits and Support

34 days annual leave, increasing to 39 days over 5 years, inclusive of Public Holidays (pro-rata)	Supported to work and earn whilst achieving qualification
Local Government Pension Scheme	Maternity, Paternity and Sick Pay
Comprehensive induction process	Employee Assistance Programme

Main Duties and Responsibilities

Ensuring security of objects, displays and fabric of the museum buildings.
Visitor services including sales through the museums shop.
Maintaining an awareness of health and safety issues as they pertain to visitors to the museum, taking all necessary steps to ensure safety and comfort of all site users, assisting visitors where necessary.
Dealing politely and effectively with visitor enquiries and referring questions to other relevant staff as appropriate.
Cleaning of the museum and its environs, and on-going care of objects (such as textiles, furnishings, machinery and buildings), pest control and eradication.
Basic grounds maintenance.
Basic site maintenance.
Completing administrative and collections-based paperwork relating to the museum's operation, including computer-based records.
Working with colleagues within Cultural Services to support delivery of the overall service.
Prepare and cook homemade hot and cold foods, including snacks and sandwiches.
Prepare hot drinks for customers.
Handle stock and be aware of stock rotation.
Wash/clear dishes and clean equipment, keeping the cafeteria clean and presentable.
Responsibility for dealing with cash and card payments.
The post holder will be required to use a range of computer packages including Microsoft Office.

Responsibilities for All

Embody the Council Values of Accountable, Reliable, Considerate and Collaborative.	Participate in team meetings, 1 to 1s, supervision and good conversations process
Handle all information in confidence and in line with Data Protection requirements	Comply with the Council Employee Code of Conduct
Work safely to prevent risk to yourself and others	Comply with relevant professional body codes of practice/conduct
Ensure Equality, Diversity and Inclusion	Any other duties appropriate to your grade
Undertake mandatory and relevant training and development	Where required Support the Council's emergency response

Skills and Requirements

Must have

A good standard of general education.
Elementary Food Hygiene Certificate or equivalent.
Experience of dealing with people in a public setting and responding to enquiries.
Experience of security requirements and procedures.
Experience of cleaning duties.
Experience of health and safety policies and procedures.
Experience of working in a café/kitchen environment.
Ability to travel efficiently and effectively between various work locations within Orkney to meet the operational requirements of the Service.

Requirements of the Role

Disclosure/PVG:	Level 1	Convictions to Declare:	Current
Politically Restricted Post:	No	Sponsorship:	No
Work Additional Hours:	No	Term Time Post:	No