Job Description

For Non-Streamlined Safeguarded Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Relief Schools and Activities Assistant	JEID	E0073
Salary Grade:	D		
Team:	Learning and Community Engagement Team		
Service Area:	Heritage and Culture		
Primary Location:	Market Hall		
Political Restriction	This position is not politically restricted.		
Responsible to:	Special Projects Officer (Heritage Education) & Visitor Services Supervisor		
Responsible for:	n/a		

Role Purpose

The role provides practical support to the Learning and Community Engagement Officers, ensuring the smooth running of school visits and in supporting the running of community programmes for families, young people and adults at sites across Warwick.

Supporting both the Learning and Community Engagement Officers and the Development Team in the running of community and private hire events during normal opening hours and out of hours at the Market Hall Museum.

This role will involve evening and weekend work and offers flexible hours on a casual contract. The role can encompass all elements of it's purpose or the individual can choose to fulfil elements of the role.

Role Responsibilities

To welcome and assist visitors and respond to enquires, engaging willingly with visitors.

To support the running of school visits across sites in Warwick, including supervising the movement of groups between sites.

To moniter the galleries; to exercise judgement, assess, pre-empt and respond to risks and problems at out of hours events and activties.

Delivery of specific events in the events and activities and schools programme including the preparation of resources, setting up and taking down workshops and assisting with group management.

Support and delivery of private and public events at weekends and evenings under the direction of the Learning and Community Engagemet Officers and the Development Team.

Setting up events, ensuring it's smooth running and making sure the museum is left ready to open to

the public the next day. Ensuring the security of the building and displays at all events and activities and that risk assements and fire evacuation procedure are being abided by. To attend necessary training courses, workshops and team meetings.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

	Assessed By:
Awareness of Health and Safety in a public building	A/I
Able to work flexible hours, including evenings and weekends	I
Ability to give clear directions and information to visitors	A/I
Ability to work without constant supervision	A/I
Experience of working in a customer service, school or community focused environment.	A/I
	A/I A/I
Confidence in dealing with emergency situations; thefts, alarms, evacuation and safety of the public.	A/I
Ability to take sole responsibility for locking and unlocking the buildings including operating the alarms.	A/I
Ability to travel and work between sites in Warwick	A/I
Ability to use own initative and take control of a situation	A/I
Ability to work independantly and as part of a team and get along with a wide range of people	A/I A/I

Desirable Criteria

	Assessed By:
Interest in heritage and learning more about Warwickshire museum collections	A/I
Experience of working in a heritage environment; museum, gallery and/or tourist attraction	A/I
Awareness of child protection issues	A/I
Awareness of health and safety in a public environment	A/I
Appreciation and understanding of the importance of the historic environment	A/I
Computing skills	A/I

Experience of working with schools and/or community groups Knowledge and/or experiene of food hygiene.	A/I

We are committed to Safeguarding and promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding. Therefore, as this role requires working with Children or Vulnerable Adults a Disclosure and Barring (DBS) check will be required as part of the pre-employment checking process, and rechecking will be required as and when determined by the relevant policy.

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.	
☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting
☒ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☒ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☒ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors
☐ Significant use of computers (display screen equipment)	☐ Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☐ Working with challenging behaviours

☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☒ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☐ Face-to-face contact with members of the public
☐ Other (please specify):	