

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

## Part Time Visitor Service Assistant

### Museums, Communities and Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

To deliver excellent customer service to visitors and users of the Museum service, to provide general security and public safety within all Northampton Museum sites.

## **Accountable to:**

This role is accountable to the Museum Operations Manager, responsible for the direct line management of 12 Visitor Services Assistants and 1 Facilities Assistant. The role sits within Museums and Libraries, part of the Customers and Communities Directorate in West Northamptonshire Council.

## **Responsibilities:**

1. Dealing with enquiries from visitors and other users, supplying information, to provide assistance with the facilitation of exhibitions, events and education sessions.
2. Ensuring the security of museum collections at sites during opening hours and at other times as required.
3. To be responsible for public safety, including emergency evacuations
4. To assist with portage of goods and equipment when required.
5. To provide reception desk cover as required, including the sales of tickets, souvenirs, and publications.
6. To undertake cleaning of buildings, both public and non-public areas.
7. Provide and the serving of refreshments for meetings and special parties as required.
8. Check and carry out basic maintenance to plant and other equipment as necessary.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

| <b>Skills and abilities:</b>  | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| Excellent customer service skills and the ability to communicate with people of all ages and abilities                                  | E                     | A, I        |
| Ability to handle difficult situations with the public  | E                     | A, I        |
| Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period. | E                     | A, I        |
| Manual Handling/ Cleaning   | E                     | A, I        |

| <b>Knowledge:</b>                       | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| Awareness of Health and safety          | E                     | A, I        |
| An understanding of equal opportunities | E                     | A, I        |
|   |                       |             |

| <b>Relevant experience:</b>                           | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| Flexibility with regards to working hours             | E                     | A, I        |
| Self-motivated, able to work with minimum supervision | E                     | A, I        |
| Proven Customer Service experience                    | E                     | A, I        |

| <b>Education, training and work qualifications:</b> | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| Any relevant qualifications or training             | D                     | A           |
|   |                       |             |
|   |                       |             |

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

## Day-to-day in the role:

|  |                                      |                               |   |
|--|--------------------------------------|-------------------------------|---|
| <b>Hours:</b>                            | 20 hours on a annualised hours basis | <b>Primary work base:</b>     | Northampton Museum and Abington Park Museum |
| <b>Job family band:</b>                  | Band 2                               | <b>Worker type:</b>           | Fixed                                       |
| <b>Salary range:</b>                     | £25,447- £25,849 pro rata            | <b>Budget responsibility:</b> | None  |
| <b>People management responsibility:</b> | None                                 |                               |   |

### Working conditions & how we work:

The chosen candidate will be required to work regular weekends, evenings, and bank holidays (every other week, sometimes more) on a rota basis.

Manual handling and cleaning duties are required daily.

This role has been identified as a fixed worker type.

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

|                          |  |
|--------------------------|--|
| <b>T</b> Trust           | We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.   |
| <b>H</b> High Performing | we get the basics right and what we do, we do well. We manage our business efficiently.  |
| <b>R</b> Respect         | we respect each other and our customers in a diverse, professional and supportive environment.   |
| <b>I</b> Innovate        | we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.  |
| <b>V</b> Value           | We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness |
| <b>E</b> Empower         | we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.  |

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”**

Should you require this document in another format or language, please contact: [Careers@westnorthants.gov.uk](mailto:Careers@westnorthants.gov.uk)

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
  - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
  - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
  - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

