

---

## **JOB DESCRIPTION**

---

<b>Job title:</b>	<b>Archives Assistant</b>
<b>Location:</b>	<b>Archives Service, Wootton Hall Park, Northampton</b>
<b>Directorate:</b>	<b>Place, Economy and Environment</b>
<b>Division:</b>	<b>Assets and Environment</b>
<b>Section:</b>	<b>Archives and Heritage Service</b>
<b>Team:</b>	<b>Archives</b>
<b>Responsible to:</b>	<b>Archives and Heritage Services Manager</b>

**NB The post is part time, 31 hours per week to be worked Tuesday to Friday c.8.30 am to 5 pm (4 pm on Friday) and the first Saturday of the month 8.30 am to 1 pm.**

---

## **JOB PURPOSE**

---

To work as part of a countywide Archives and Heritage team, providing a high standard of service to researchers and seeking to resolve enquiries in whatever form they may be made.

To promote Northamptonshire's archives and heritage, identifying user requirements and appropriate information and services to meet these needs.

---

## **KEY RESULT AREAS**

---

1. To resolve customer enquiries within specified timescales and in line with service standards. These enquiries may be from researchers in person, by email/letter, by phone or other media.

2. To deliver a skilled reception and advisory service to researchers, including identifying their research needs and recommending resources that will meet those needs, including assisting them to use the Service's online catalogue and other digital resources as appropriate.
3. To be on duty in all of the public areas on a rota basis with other staff. This includes managing the safe retrieval and return of original documents to and from the storage repositories.
4. To use technology to process enquiries, support the work of other staff in monitoring performance, and producing data such as customer surveys, and support the processing of money and payments.
5. Actively to promote Northamptonshire and its heritage, identifying for researchers the information, resources, and services that may be of interest. This will include archives, archaeological archives, the historic environment record, and related resources.
6. To work alongside and support volunteers in taking on tasks that help provide better access to archives.
7. To undertake other public services tasks including copying original archives, creating digital images, giving advice to customers on how to access documents and other resources, and working with other staff to ensure all public areas are welcoming and supportive for their research.
8. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
9. Ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
10. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
11. 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.

---

*Please note that the Archives and Heritage Service is managed by  
West Northamptonshire Council on behalf of both West and  
North Northamptonshire Councils*

## PERSON SPECIFICATION

Education and Qualifications	Essential	Desirable
	Educated to A level standard	NVQ Level 2 in customer service  IT qualification  A Levels including English and History
Experience and Knowledge	Essential	Desirable
	Customer service experience with a proven track record in delivering an effective service to customers face-to-face, over the telephone and in writing.	Previous experience of working in a local government archive.
	Some knowledge of Northamptonshire's history and heritage.	Knowledge of Northamptonshire's heritage and the resources held by the council's archives and heritage service.
	Administrative experience.	
	Experience of income generation/retail work.	
	Working knowledge of Data Protection and confidentiality issues.	

Abilities and skills	Essential	Desirable
	Computer literacy and ability to use Microsoft Office packages. Ability to use databases, do data inputting and manipulate data.	Skills with reading and interpreting historical documents.
	Ability to communicate clearly and concisely both verbally and in writing to provide information to researchers.	Family history research skills.
	Ability to work as part of a team and ensure that you play a full role in the group.	
	Ability to work on own initiative and with minimal supervision.	
	Ability to lift boxes and other storage containers safely according to best manual handling practice.	
Equal Opportunities	Essential	Desirable
	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	