



JOB TITLE:	Visitor Assistant		
GRADE:	G3	SERVICE AREA:	Regeneration & Economy
JOB CODE:			
REPORTS TO:	Service Manager and Assistant Curators	LOCATION:	Walsall Leather Museum
SPECIAL CONDITIONS:	<ul style="list-style-type: none">• Alternate weekend working.• Alternate bank holiday working will be required when the museum is open. Rarely, some evening working may also be required.• This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The Post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English.		

1. Main purpose of the job role:

To assist visitors in having an enjoyable and informative visit to the Leather Museum.

To assist in the maintenance of high standards of presentation, and to help ensure the security of the collections.

2. Role specific duties and accountabilities:

- To assist visitors in having an enjoyable and informative time at the Leather Museum
- To give guided tours and demonstrations to visitors and respond to any queries.
- To assist with workshops/have-a-go activities and in the preparation for school parties.
- To undertake light cleaning duties including washing up, litter picking and to help maintain excellent standards of presentation, eg by changing light bulbs.
- To assist with the light portorage of items around the site, including exhibition materials and deliveries
- To turn on screens, oral histories and lights in the morning and turn them off at night.

- To take bookings and messages at the museum reception desk when serving on the counter
- To ensure continuity of reception cover during opening hours, including lunch times, annual leave and sickness, etc.
- To handle payments, including shop sales and fees for workshops, etc
- To adhere to the Council's health and safety policies
- To adhere to the Council's Equal Opportunities Policy

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within their areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE Visitor Assistant	G3	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours:		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills:		
Ability to communicate effectively with a wide range of visitors of all ages	I	3
Ability to give tours and demonstrations	A/I	3
Ability to handle difficult situations in a calm manner	A/I	3
Ability to undertake light cleaning duties	A/I	2
Ability to assist with children's events and activities	A/I	3
Ability to undertake security and evacuation procedures	A/I	3
An interest in history	A/I	2
Ability to work as part of a small team	A/I	3
Ability to dress in a smart manner	I	2
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Recent experience of dealing with the public in a reception, information or sales providing role	A	3
Computer literate	A	2
Evidence of continuous professional development (where applicable)		
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		

Basic numeracy and literacy, which could be demonstrated by experience, such as retail environment		A	2
Other Essential Requirements			
An awareness of, and commitment to, equality of opportunity		I	1
Awareness of, and commitment to, confidentiality and handling data		I	2
Prepared by:	David Mills	Date:	22/6/24