



<b>JOB TITLE:</b>	Curatorial Support Officer		
<b>GRADE:</b> <b>JOB CODE:</b>	Grade 4	<b>SERVICE AREA:</b>	Regeneration & Economy
<b>REPORTS TO:</b>	Assistant Curators and Service Manager	<b>LOCATION:</b>	The Leather Museum
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"><li>• Occasional weekend working.</li><li>• Some evening and bank holiday working may also be required.</li><li>• Casual car user allowance</li><li>• Full UK driving licence required</li><li>• P Card user</li><li>• 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.</li></ul>		

### 1. Main purpose of the job role:

- To provide operational support to the curatorial and front-of-house teams, including the processing of all financial records, overseeing the operation of the conference room, assisting in the shop reception area as required and day to day administration of the schools' loan box service.

### 2. Role specific duties and accountabilities:

- Responsible for the day-to-day clerical and financial routines of the Leather Museum
- Preparing spreadsheets and information on visitor numbers, income, etc
- Maintaining the museum database and overseeing mailouts
- Raising requisitions, invoices and processing income
- Overseeing the day-to-day operation of the museum's conference room, including dealing with customer enquiries, taking bookings, liaising with caretakers, preparing schedules for forthcoming bookings and maintaining catering stocks in line with the business needs of the facility.
- Gathering and assessing client feedback and when appropriate working with the Council's Venue Hire Project.
- Liaising with potential meeting room clients to develop the business and maximise financial revenue.
- Working with the Assistant Curators and the shop supervisors to develop an on-line shop presence and assist in the fulfilment of orders.
- To be responsible for the day-to-day running of the school loan box service, including organisation, upkeep, driving to and from schools/store, promotion of the service to schools and raising invoices in connection with the service.

- Monitor and respond to on-line review sites such as Tripadvisor.
- Providing lunchtime and other reception cover in the museum shop as required to include processing sales and enquiries.
- Maintaining a stock of stationery and housekeeping items
- Maintaining and updating furniture and equipment inventories
- Ensuring GDPR compliance

### **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 Curatorial Support Officer	GRADE G4	
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	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b>		
<b>Professionalism</b> - 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.	A/I	3
<b>Leadership</b> - 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	
<b>Accountability</b> - 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.	A/I	3
<b>Transparency</b> - 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.	A/I	3
<b>Ethical</b> - 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.	A/I	3
<b>Abilities/Skills:</b>		
Ability to interrogate records and statistical information including data manipulation in order to produce analysis and statistical returns	A/I	2
Ability to organise effectively	A/I	3
Ability to carry out financial administration: raising orders/invoices, operating the Oracle system, taking debit and credit card payments via the telephone, using a P Card within financial regulations, maintaining banking procedures, etc.	A/I	3
Ability to undertake bookings	A/I	2
Ability to undertake banking procedures in line with audit procedures	A/I	3
Ability to communicate effectively	A/I	3
Ability to handle enquiries and deal with complaints	I	3
Ability to work to deadlines	A/I	3
Ability to deal with customers and clients in a professional manner	I	3
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Experience of working with computers	A/I	3

Recent experience of working directly with the public in a reception, information or sales providing role.	A/I	2
Evidence of continuous professional development (where applicable)	A/I	2
<b>Qualification:</b> 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.		
GSCE (or equivalent) in Maths and English	A	
Full UK driving licence	A	
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
<b>Prepared by:</b>		<b>Date:</b> August 2024