



# ROLE PROFILE FOR CASUAL HERITAGE ASSISTANT

**Role Title:** Heritage Assistant - Casual

**Service:** Surrey Heath Museum & Heritage Gallery

**Location:** Surrey Heath Museum & Heritage Gallery, Camberley, Surrey, GU15 3SG

**Reporting To:** Gill Riding, Senior Heritage Officer

## Role Purpose

To work in a front of house role and support the museum service on 2 Saturdays and 3 Wednesday afternoons in June/July – Sat 10<sup>th</sup> and Sat 24<sup>th</sup> June (10 to 4.3pm) and Wed 14<sup>th</sup> & 28<sup>th</sup> June (1 to 4pm) and Wed 12<sup>th</sup> July. The role is varied and includes customer service, cash handling, managing volunteers, education work and helping with display/event preparation. An adaptable and friendly manner plus wide skill base.

Insert details of role purpose.

## Main Duties and Accountabilities

### Knowledge and Expertise

- Customer Service role
- Working with children
- Exhibition/event work
- Cash handling and IT skills
- Responsible for visitors and volunteers during opening hours.



## **Creativity and Innovation**

- Create education workshop material
- Supporting event/exhibition work

## **Financial Accountability**

- Cash handling.
- Museum objects on display

## **Impact upon the Organisation & the Community**

- Face of the public for the museum and SHBC
- Supporting museum outreach projects.

## **Management & Supervisory Responsibilities**

- Manage volunteers
- Visitor Services
- Responsible for the museum displays whilst open.

## **Initiative & Independent Action**

- Work on Your own initiative
- Open/Closing the museum

## **General**

- IT skills
- Adaptability
- Confidence

## **Continuous Professional Development**

- n/a



## Customers and Contacts

### Important Internal Relationships

- Museum staff
- Council staff

### Important External Relationships

- Museum volunteers
- Museum Visitors
- Enquirers

### Additional Requirements

- To continuously suggest/improve and/or update processes and procedures by digitalisation and streamlining with a view to maximising effectiveness, efficiency and to enable data sharing.
- To work collaboratively with colleagues in accordance with our corporate values and policies to achieve the Council aims and objectives.
- No contra-indications in personal background or criminal record indicating unsuitability in this role.
- Legally entitled to work in the UK.
- Carries out any other duties commensurate with the grade of this post as is required of the Council.

### DBS Requirements

- Enhanced Check

