

Job Description

Post Title	Museum Attendant
Grade	2
Hours of work	As required
Base	Cyfarthfa Castle Museum and Art Gallery
Car user allowance	Casual

Principle Job Purpose

To assist the Museum Assistants in the provision of consistently high standard museum services for the County Borough of Merthyr Tydfil. Provide a first class customer experience to visitors and to maintain the stock level and condition as well as the physical environment in the Museum and Gallery and to ensure the exhibits are protected.

Responsible to: Museum Coordinator

Key responsibilities

1. To assist the Museum Assistants with the sale of museum souvenirs and associated merchandise at the Museum Shop or to assist in the Tearooms if required.
2. Carrying out of all relevant cleaning duties, related to the buildings facilities and displays or collections, where supervised by Curatorial staff.
3. Patrolling and monitoring the galleries whilst open, ensuring the safety of the visiting public during emergency situations.
4. To respond to any customer enquiry or communiqué with courtesy and integrity.

Primary Tasks

Customer Focus

1. To greet all visitors in a polite and friendly manner and assist them with any enquiries they may have in respect of the facilities or services offered by the Leisure Trust and re-directing them as necessary.
2. To be an active and supportive team member, contributing in a constructive manner and treating all Trust staff and customers with fairness and courtesy.
3. To develop knowledge of the displays, exhibits and artefacts and share that knowledge with customers and other team members in a confident manner.
4. To be responsible for the cash handling processes within the Museum/café.

Facility Care

1. Carrying out of all relevant cleaning duties, related to the buildings and displays or collections, where supervised by Curatorial staff.
2. Undertaking reasonable duties to maintain the security of the building, including patrolling and monitoring the galleries whilst open, ensuring the safety of the visiting public during emergency situations.
3. To assist with some collections related work such as display, storage and movement of objects, under the direction and supervision of senior staff.
4. To assist in any emergency situation including building evacuations in accordance with the Museum's procedures.

General

1. Act at all times in accordance with all appropriate legislation and regulations and codes of practice
2. Work within the requirements of the Trust's Health and Safety policy, performance standards, safe systems of work and procedures.
3. To actively promote the use of the Welsh Language
4. To actively promote the Trust core values and principles
5. Undertake all duties with due regard to the Trust's equalities policy and relevant legislation.
6. Undertake all duties with due regard to the Trust's core values and principles.
7. The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with the post and in addition as a term of your employment you may be required to undertake various other duties as may reasonably be required.
8. The Trust reserves the right to update your job description from time to time to reflect changes in or to the post.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with the post and in addition as a term of your employment you may be required to undertake various other duties as may reasonably be required. Your duties will be as set out in the above job description but please note that the Trust reserves the right to update your job description from time to time to reflect changes in or to the post.

Person Specification

Qualification / Experience	Assessment method		
	Essential / Desirable	Application Form	Interview
Must hold 3 GCSE's (including English Language), a recognised BTEC qualification or be holders of the LGTB Clerical Entry Examinations, or alternatively must be able to demonstrate suitable experience.	E	✓	✓
ECDL or alternative computer competency qualification	D	✓	✓
Knowledge of SCUBA system	D	✓	✓
Current First Aid Qualification	D	✓	✓

Knowledge and Skills	Assessment method		
	Essential / Desirable	Application Form	Interview
Excellent communication skills – both written and oral	E	✓	✓
Experience of excellent customer service provision	E	✓	✓
A Keen Knowledge and interest in local history	E	✓	✓
Computer literacy and knowledge of software systems such as MS Office.	E	✓	✓

Additional requirements	Assessment method		
	Essential / Desirable	Application Form	Interview
Ability to work as part of team and on own initiative	E	✓	
Access to a vehicle to enable travel to different venues	E	✓	
Able and willing to work evenings and weekends	E	✓	
Commitment to high quality service delivery	E	✓	