

GENERIC ROLE PROFILE

BUSINESS SUPPORT JOB FAMILY: BS1

This generic role profile is the contractual element to which your post has been assigned and sets out the indicative range of responsibilities that may be expected of you at this job family level.

To undertake a range of administrative and customer service tasks as part of the wider operation of a specific service area and in order to support high quality service delivery.

INDICATIVE WORK ACTIVITIES

1. Operate routine administration and customer service processes systems and procedures, prioritising them as directed and working within agreed procedures.
2. Where necessary, organise meetings and take minutes or notes, support the co-ordination of events in liaison with other officers / offices, outside bodies and customers.
3. Receive, sort and distribute incoming and outgoing mail. Communicate, influence and advise senior managers and elected members on routine operational matters.
4. Deal with requests from members of the public, external organisations and other services, ensuring that routine customer enquiries are dealt with efficiently and more specialist support is sought from colleagues as appropriate.
5. Send out routine communications, issue reminders and chase responses in order to ensure effective service delivery.
6. Undertake routine financial and data processing, including raising orders and requisitions, checking and maintaining stock and supplies and other resource administration in accordance with approved relevant procedures.
7. Utilise, monitor and/or maintain office and/or operational equipment, bringing any non-routine issues arising to the attention of the relevant officer
8. Collate, record, store and retrieve data and information as required, including confidential and sensitive material, providing support to officers at all levels in relation to relevant databases and systems.
9. Participate in all required learning and development activities that will help you perform your role successfully and to the standards expected.

TASK SPECIFICS

The 'task specifics' is the non contractual element that your post has been assigned to and is a more detailed description of day to day activity which will be reviewed in line with PDR objectives and can change when priorities change.

JE Reference	
Purpose	
<ol style="list-style-type: none">1. To provide a high-quality visitor experience at the Commandery by welcoming all visitors and providing information in a friendly and enthusiastic manner.2. To engage and inspire visitors through the delivery of talks, tours, activities, demonstrations and school workshops.3. To contribute to the efficient running of the Commandery operations, including unlocking and securing the building, monitoring health & safety, fire evacuation, liaising with contractors, undertaking safety and maintenance checks, and setting up rooms.4. To act as the responsible member of staff in the absence of senior staff	
Service to Customers	
<p>Visitor Experience</p> <ol style="list-style-type: none">1. To provide a high standard of welcome and customer service to all visitors and interact with them in order to bring the Commandery and its exhibitions to life2. To interpret the Commandery building, its history, exhibitions and collections to the visiting public, including delivery of formal talks, tours and demonstrations3. To assist the Events & Activities Co-ordinator with the delivery of the events programme, including ensuring all suppliers and exhibitors abide by Commandery policies and procedures4. To assist the Learning & Outreach co-ordinator by welcoming school parties, managing their presence on site and delivering workshops to school groups as required. To assist with Outreach projects as needed.5. To assist the Curatorial team with the practical installation of exhibitions as required6. To ensure all interactive elements of the visitor experience are in working order and have adequate supplies of materials, and to offer guidance to visitors on the use of interactive exhibits7. To ensure all public spaces are maintained to the highest standards of cleanliness and presentation, including the condition of displays, cases and interpretive materials. To undertake responsive cleaning as required.8. To cover staff in the Shop for daily breaks, including use of an electronic till and the safe accounting of daily monies9. To work with work experience placements, students and volunteers as directed and be the main point of contact for volunteers in the absence of senior staff10. To efficiently and appropriately respond to any customer complaints within Museums Worcestershire guidelines	

Operations

- 11.To undertake the opening and closing of the building and the setting and un-setting of alarm systems as part of a rota and as required for emergency call-outs during closed hours.
- 12.To prepare and clear rooms for schools, meetings, events, weddings and hires, including the provision of equipment, furniture and refreshments as required.
- 13.To be confident in the use of communication systems within the property.
- 14.To assist the Operations Officer with oversight of contractors on site, including ensuring all City Council and Museums Worcestershire procedures are adhered to, that appropriate staff are aware of any work taking place, and that the disruption to visitors is minimised.
- 15.To monitor fire, security and CCTV systems, liaising with engineers as required to resolve any problems. To undertake and record regular testing of systems to agreed procedures.
- 16.To assist the Curatorial team with the monitoring of environmental conditions and pests.
- 17.To be alert to any possible health and safety or security risks, resolving such issues when possible and reporting to a senior member of staff
- 18.To assist in the loading, unloading and carrying of deliveries, exhibitions equipment, furniture, etc. as required.
- 19.To report any property issues regarding building maintenance to the Operations Officer or the Properties team as required.
- 20.To ensure fire safety precautions are observed, to have an understanding of all relevant emergency procedures, to direct visitors during fire evacuation and to liaise with emergency services as required.
- 21.To be a trained First Aider and administer first aid.
- 22.To act as primary staff member at weekends and at any other times when senior staff are not present, to include arranging cover in the event of staff sickness, liaising with managers and first responders in an emergency and communication of team daily tasks.
- 23.To undertake regular maintenance and safety checks and systems tests as required.

Commandery Team Duties

- 24.To develop a thorough knowledge of the Commandery, its contents, history, exhibitions and services.
- 25.To project a positive image of the Commandery, Museums Worcestershire and Worcester City Council at all times
- 26.To wear appropriate dress, which may include period costume, and appear clean and smart on duty.
- 27.To provide information to visitors and answer general enquiries in a pleasant and courteous manner, including information on facilities, exhibitions and services within Museums Worcestershire as a whole.
- 28.To participate in evaluation exercises as required
- 29.To participate in promotional work, which may include media interviews and photography.
- 30.To assist in ensuring the safety of the building, collections and equipment against damage, vandalism, theft, fire, flood etc
- 31.To be a registered key holder for The Commandery site and to be a member of the out-of-hours emergency response team for all Museums Worcestershire sites
- 32.The role requires regular work on weekdays, weekends and Bank Holidays, as well as occasional overtime (including evenings), plus attendance at staff meetings and training as required.

General Accountabilities:

- 33.To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- 34.To work at other Museum Worcestershire sites, or other locations, as required.
- 35.To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support other staff in their development and training.
- 36.To perform official errands outside the building, including post, banking and distribution of publicity.
- 37.To undertake health and safety duties commensurate with the post and/or as detailed in the Health and Safety Policy.

Business Improvement/planning responsibility

1. To assist senior staff and Museums Management Team with the development of the visitor experience and the Commandery offer.
2. To assist with the delivery of income generating activities, including corporate hire days, escape room sessions, weddings & private hires, filming and more
3. To undertake show-rounds for potential hire bookings including weddings, answering all questions in a positive and professional manner and aiming to secure a booking
4. To be named as a Responsible Person on the Commandery's wedding licence and attend weddings at the Commandery in this capacity as required

Colleagues, Self and Partners & Nature of Contacts (Internal/External)

Contact	Frequency	Nature of contact
Visitors	Daily	Delivery of excellent customer services to all Visitors to Commandery, including general public, schools and groups/societies
Internal colleagues	Daily	Communication, co-operation and teamwork will all Commandery staff and volunteers, City Council staff, and colleagues within Museums Worcestershire
Contractors	Regularly	Supervision of contractors on site
Partner organisations	Occasionally	Liaison with partner organisations such as the Battle of Worcester Society or the Friends of Fort Royal Park & the Commandery Gardens
Stakeholders	Occasionally	Council members, including the Joint Museum Committee

Managing Resources (people, equipment, buildings)*Accountability*

1. To be aware at all times of the security of the building, exhibitions and collections, including responsibility for opening and closing the building
2. To assist in the supervision of contractors working on site, with special regard for security
3. To observe fire safety precautions and to comply with all relevant emergency procedures
4. To have an awareness of Health & Safety in a public building and respond to issues accordingly

Procedural Context

1. To work in accordance with both Worcester City Council and Museums Worcestershire procedure and policy
2. To work within the framework of Museums Worcestershire Strategic Plan and annual Service Plan
3. Positively participate in the management and supervision process by attending regular meetings and annual appraisals

Key Facts and Figures

The Commandery has annual visitor targets of 15,000, and income targets of £100,000

Knowledge and Skills

It is **essential** that the postholder has:

- Experience of contact with the general public in previous employment, ideally in a museum or heritage environment
- Experience of providing excellent levels of customer care and a desire to operate within a busy, customer-focused environment
- Excellent verbal communication and interpersonal skills
- Able to use initiative to respond to problems and unexpected situations
- Able to work collaboratively within a team to achieve results
- Able to deal positively with customer complaints
- A practical and flexible approach to their work and an open and receptive attitude to change
- The ability to manage workload, prioritise effectively and meet deadlines
- The ability to work with people from a broad range of backgrounds, seniority and experience.
- An enthusiastic approach to their work and a desire to learn and to share their knowledge.
- A clean and smart appearance and a willingness to wear appropriate period costume and to appear in the local press as needed.
- An interest in history and the work of museums
- A good level of computer literacy and the ability to operate a Windows based system
- The ability to work flexibly including regular weekends, evenings and Bank Holidays as required and out-of-hours support in an emergency
- The physical ability to undertake duties which will involve lifting, carrying and moving items and furniture.

It is **desirable** that the postholder has:

- Experience of care and security of public buildings, including fire and security alarm systems
- Experience of working with children and school groups, ideally in a museum, school or similar environment
- Experience of working with volunteers
- An awareness of health and safety issues
- An understanding of the conservation issues of an historic building
- Experience of working in a retail environment, including operation of an electronic till and cashing up procedures.
- A current First Aid qualification
- Customer care training
- Manual handling training

Behaviours

1. Work to the Councils values
2. Aware of the Councils safeguarding policy and how to report any concerns
3. Aware of the Councils Health and Safety policy and committed to safe working practices