



Job Profile and Working for Stockport

Our Council

Join us at Stockport Council – MJ Local Authority of the Year 2025

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

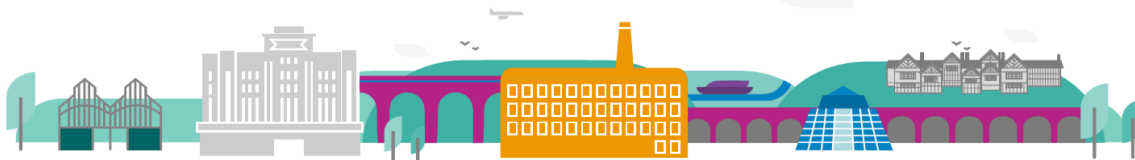
Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>





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About the Job

Role:	Museums Assistant
Service Area:	Culture and Leisure
Directorate:	Services to Place
Salary Grade:	Scale 3 + 2 increments

Main Purpose of the Job

- To act as the first point of contact for visitors to Stockport Museums.
- To provide excellent customer service to all museum visitors, providing a welcome to the site, answering enquiries and engaging visitors in our museums and collections in person and online.
- To deliver engaging activities, demonstrations, tours and/or learning sessions.
- To process bookings for the use of facilities by a range of hirers and external groups and arrange accurate invoicing.
- To maximise sales of products, services and retail items to meet income targets.
- To process stock orders, financial transactions and reconcile cash for banking.
- To assist with the day-to-day security, maintenance and operation of the site.
- To contribute ideas for activities, events and products which help the site meet its visitor and income targets.

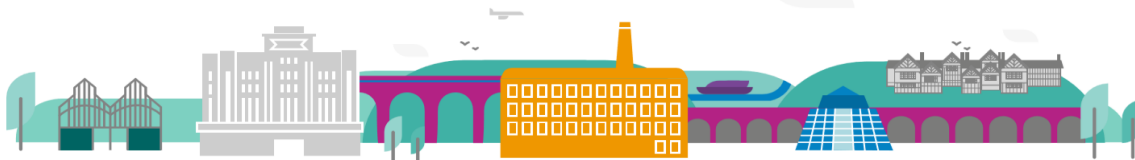
Key Responsibilities

Customer Service

- To provide a prompt and polite response to all customers contacting the Stockport Museums via sites, email or telephone.
- To provide relevant information to visitors to positively promote Stockport Museums.
- To deal with customer enquiries about Stockport Museums and designated sites as appropriate, referring these to the Museums Officer, if necessary.
- To act as the first point of contact for all site bookings, including meeting room hire and school/group visits.
- To maintain performance and financial statistics relevant to role and complete returns within required deadlines.
- To give visitors to the site appropriate introductory information and direct them through the building/site as appropriate.
- To maintain a strong knowledge of all facilities and products relevant to the role.
- To ensure leaflet racks and information points are well stocked and up to date.

Bookings

- To take bookings for customers for designated products and services relevant to site.



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- To input relevant bookings on the appropriate system, issue appropriate documentation and instructions to customers.
- To deal with cancellations and amendments to bookings, keeping relevant colleagues updated.

Sales

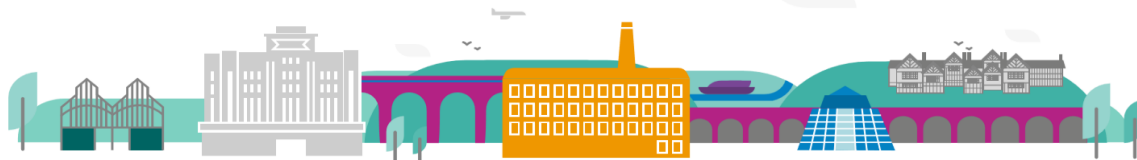
- To maximise sales of products, services and retail items to meet site income targets.
- To maintain an attractive and appealing sales space within the site and online to encourage visitors to make purchases.
- To contribute ideas for shop stock and other new products.
- To order merchandise for sale on reception or in shops.
- To check and receive deliveries of stock to the site.
- To maintain information on product performance.
- To operate the EPOS till system, maintaining product records and producing reports as appropriate.
- To operate the online ticketing system.

Finance & Cash Handling

- To reconcile cash received and complete banking documentation as appropriate.
- To organise the procurement of items for Museums team as necessary.
- To ensure all income and commission due to the service is appropriately invoiced and received.

Site Operations

- To unlock, lock, secure and alarm the building, ensuring all users have left the premises.
- To staff reception area, ensuring visitors' and other site users' needs are met promptly.
- To monitor those entering or leaving the site and report any concerns to the Museums Operations Officer.
- To use the CCTV system to monitor those within the site and report any concerns to the Museums Operations Officer.
- To ensure hired facilities are ready for customers, including the provision of refreshments.
- To work with colleagues to enable the different customer demands upon the sites to be met, where possible.
- To monitor the site on ongoing basis, reporting any maintenance or safety issues as appropriate.
- To assist with the testing of safety equipment and alarms at the site.
- To assist with the receipt and distribution of post within the team.
- To provide telephone cover for colleagues in their absence from the office.
- To assist with the collation of data and statistics on team and service performance, including customer satisfaction.
- To assist with visitor engagement using Stockport Museum website and social media platforms.
- To produce weekly reports on site-based activity, including bookings, visits and activities.



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Other

- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

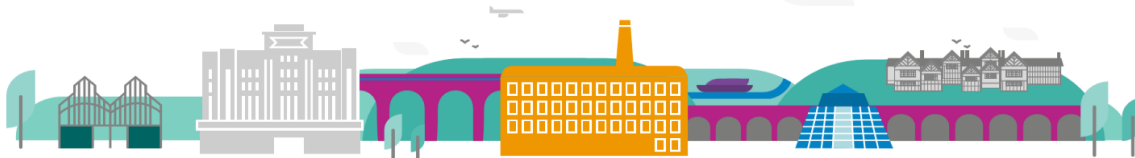
The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

Essential:

- Experience of providing excellent customer service.
- Experience of working in a busy, public facing environment with the ability to engage with a wide range of visitors.
- Experience of handling and reconciling cash
- Experience of using IT systems (booking systems, EPOS tills, Microsoft Office)



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- Ability to work in a team.
- Ability to learn and deliver group activities such as school learning sessions, guided tours, demonstrations and holiday activities.
- Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers.

Desirable

- Experience working or volunteering in a museum, gallery, heritage or visitor attraction.