

Job Profile and Working for Stockport

Stockport
team
ambition
respect

Stockport
to keep the people of Stockport at the heart of what we do.

Team
to succeed as a team, collaborating with colleagues and partners.

Ambition
to drive things forward with ambition, creativity and confidence.

Respect
to value and respect our colleagues, partners and customers.

Our Council

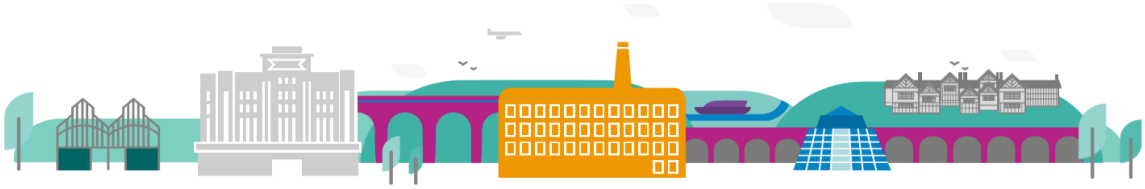
Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team.**

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/



About the Job

Role:	Casual Museums Assistant
Service Area:	Culture & Leisure
Directorate:	Services to Place
Salary Grade:	Scale 2

Main Purpose of the Job

To act as the first point of contact for customers at Culture & Leisure service points and by telephone, providing information relevant to designated site(s) and services and also to Stockport's wider visitor offer. To deliver engaging demonstrations, tours, talks, and/or learning sessions and events. The range of duties to be undertaken will depend on the individual's skills, preferences and the site at which they are working.

Not all postholders will be expected to deliver the full range of duties.

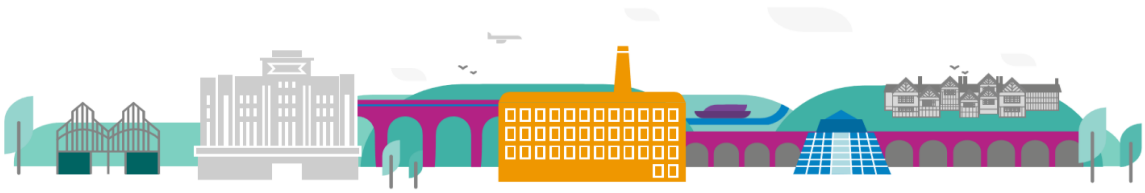
Key Responsibilities

1. Customer Service

- To provide a prompt and polite response to all customers contacting 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 appropriate 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.

2. Sales and Bookings

- To take bookings for customers for designated products and services relevant to the site.
- 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.
- 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 to encourage visitors to make purchases.
- To operate the EPOS till system, handling cash as appropriate and ensuring this is safeguarded at all times.



3. Tours/Demonstrations/Learning Sessions

- To deliver tours, talks, demonstrations and/or learning sessions in an appropriate manner and in a way that is relevant to the site(s) to a range of audiences.
- To deliver special outreach and/or holiday activities relevant to the site(s).
- To assist in the development of tour and learning session content in line with own skills and knowledge.
- To assist in the development of outreach and/or holiday activities relevant to site and own skills.
- To appropriately use and care for materials, equipment and historic artefacts used for learning sessions.
- To assist with the evaluation of activities.
- To work as part of a team.

4. Site Operations

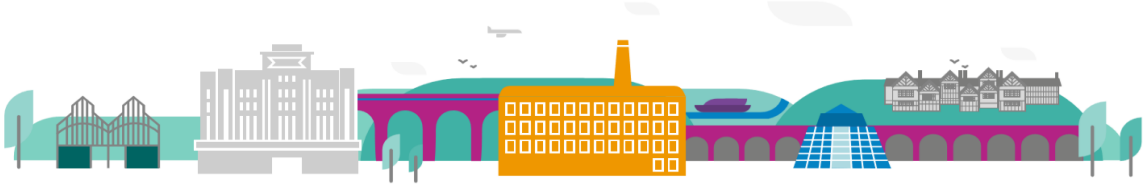
- To unlock, lock, secure and alarm the building, ensuring all users have left the premises.
- To staff reception area, ensuring visitors' and other site users' needs are met promptly.
- To monitor those entering or leaving the site and report any concerns to the appropriate Museums Officer.
- To use the CCTV system to monitor those within the site and report any concerns to the appropriate Museums Officer.
- To ensure hired facilities are ready for customers, including the provision of refreshments.
- To report any maintenance or safety issues as appropriate.
- 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.

5. Other

- To check and receive deliveries of stock to the site.
- To prepare rooms and refreshments for customers, as necessary.
- 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 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:

- Experience of providing excellent customer service
- Experience of handling cash
- Experience of using computer systems
- Ability to learn site and product knowledge and answer customer enquiries
- Ability to learn and deliver group activities such as school learning sessions, guided tours, demonstrations and holiday activities.
- A willingness to be flexible in a changing environment

- 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.