

## JOB DESCRIPTION AND MAIN TERMS AND CONDITIONS OF EMPLOYMENT

<b>Post Title:</b>	<b>MUSEUM SUPPORT OFFICER</b>
<b>Location:</b>	<b>The Samuel Johnson Birthplace Museum</b>
<b>Hours:</b>	22 per week (approximately 60% full time equivalent). Some working out of normal office hours for special events may be required, for which compensatory time off in lieu will be granted.
<b>Salary:</b>	<p>The post is graded at spinal column points 5 to 6 and will be paid on a pro-rata basis.</p> <p>The postholder would normally commence at scale point 5, (currently £23,500 per annum <u>full time equivalent</u>) approximately <b>£13,973</b> per annum pro rata, and subject to satisfactory service progress to scale point 6, (currently £23,893 <u>full time equivalent</u>) approximately <b>£14,228</b> per annum pro rata.</p>
<b>Pension</b>	The post is pensionable through the Staffordshire County Council fund, further details and options will be made available to the successful applicant.
<b>Car Allowance:</b>	A casual car user allowance will be payable where use of the employee's own car is deemed necessary.
<b>Holidays:</b>	<p>26 days paid leave per annum (30 days after five years' service), plus public holidays (pro rata).</p> <p>New entrants to the service are entitled to annual leave proportionate to the completed months of service during the leave year of entry and thereafter on the normal scale.</p>
<b>Conditions of Service:</b>	The appointment is subject to the Scheme of Conditions of Service of the National Joint Council for Local Government Services ('Green Book').
<b>Probationary period:</b>	The appointment is subject to a term of probation of no less than six months.
<b>Closing Date:</b>	<b>4 March 2024</b>
<b>Interview:</b>	Week commencing 18 March 2024

### GENERAL DETAILS

The Samuel Johnson Birthplace Museum is a Grade I listed building governed and operated by Lichfield City Council (as sole trustee of Dr Johnson's Birthplace Trust). It is both an historic house and a museum dedicated to the life, work and personality of Samuel Johnson, welcoming up to 22,000 visitors a year. The Museums and Heritage Officer manages the Birthplace with the assistance of the Museum Support Officer. Museum Attendants are employed 7 days a week to welcome visitors and open the house at weekends, and a small team of volunteers support special events and collection projects. Birthplace Museum Officer staff members also have responsibility for the Old Guildhall Prison Cells displays at Lichfield Guildhall and organise their annual summer opening.

The Museum Support Officer provides support for the day-to-day running of the Samuel Johnson Birthplace Museum with responsibility for visitor-facing activities including assistance for front of house staff and volunteers, preparation for, and promotion of, events and activities, and general office administration, including stock in the Museum bookshop.

We are looking for a friendly, helpful, conscientious, and enthusiastic person. As it is a varied role, an organised, hands-on, and motivated approach is essential, as well as accurate record keeping and excellent IT and communication skills.

The Museum Support Officer will play an important part in the lively and friendly Museum team, and in helping to project the Birthplace Museum's status as a key attraction in Staffordshire's premier heritage city.

## **MAIN DUTIES**

1. To respond to public enquiries by email, social media channels, post, and telephone.
2. To promote and manage bookings for school visits, guided tours, group visits, public programming, and special events.
3. To publicise the Museum and Guildhall Cells by compiling the monthly e-newsletter and blog posts, create engaging content for social media channels, create and distribute posters and leaflets, update the website, and compile press releases and liaise with local media partners.
4. To supervise the Museum Attendants, volunteers, student placements, and internships as appropriate.
5. To organise volunteer rotas, keep a record of volunteer hours, and assist the Museums and Heritage Officer with the recruitment and induction of volunteers.
6. To update the Museum diary (using Outlook Calendar) and prepare and process daily duty sheets for Museum Attendants.
7. To cover front of house duties as required.
8. To cash up, reconcile income, update petty cash records, and maintain records of sales, visitors, and donations.
9. To complete administration tasks, enter monthly staff timesheet information into Excel spreadsheets, place purchase orders, raise invoice requests, and take minutes at staff meetings and bi-annual Johnson Birthplace Advisory Committee meetings.
10. To maintain shop stock records, order stock, be responsible for visual merchandising, program the cash till register, and other associated bookshop administration tasks.
11. To assist the Museums and Heritage Officer in delivering special events, public programming, and activities.
12. To undertake preventative conservation; environmental monitoring, conservation cleaning, pest monitoring, and as a member of the Emergency Salvage Team you will help/ensure preparedness for incidents.
13. To update information on the collections database and assist the Museums and Heritage Officer in maintaining excellent standards of documentation in accordance with Spectrum.

14. To provide access to the collections for researchers, community groups, and visitors by helping to retrieve objects, supervise research visits (where appropriate), provide object information, and conduct guided tours and talks.
15. To act as keyholder, and co-ordinate with alarm companies and contractors as appropriate.
16. To act as Fire Marshall and one of the Museum's first aiders.
17. To maintain high standards of Health and Safety, safeguarding, and security in line with Lichfield City Council procedures.
18. To carry out risk assessments and complete incident reports as required, in line with Lichfield City Council guidance.
19. Any other duties as may from time to time be required commensurate with the level of responsibility of the post.

### **Other Duties**

Some working out of normal office hours will be required at evening and weekend events, for which compensatory time off in lieu will be given.

The postholder may be required to undertake such other duties and training and/or hours of work as may be reasonably required to be consistent with their general level of responsibility.

The Council reserves the right to vary the content of the job description, after consultation, to reflect changes to the job without changing the general character of the post or level of responsibility.

### **PERSON SPECIFICATION**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Experience</b>	Cash-handling experience. Experience of working with the general public and delivering a proactive and high-quality customer experience. Basic retail/sales experience. Experience of using digital platforms, websites, and social media.	Experience in an administrative post. Experience of working/volunteering in an arts or heritage setting. Experience of organising or supporting events. Experience of presenting information to wide ranging audiences in an accessible and engaging manner.	Application form References Interview
<b>Qualifications</b>	GCSE English GCSE Maths at Grade C or above, or equivalent	2 'A' levels or equivalent	Application form References Interview

<b>Particular skills and abilities</b>	<p>Good IT Skills and experience of Microsoft Word, Excel and Outlook.</p> <p>Good time management and organisational skills.</p> <p>Excellent verbal and written communication skills.</p> <p>Excellent customer service skills</p> <p>Ability to keep accurate written and financial records.</p> <p>Ability to follow instructions.</p>	<p>Ability to use desktop publishing software (e.g. Publisher)</p> <p>Experience of working with volunteers.</p>	<p>Application form</p> <p>References</p> <p>Interview</p>
<b>Other factors</b>	<p>Friendly and welcoming manner</p> <p>Responsible</p> <p>Able to work without direct supervision</p> <p>Flexible approach</p> <p>Supportive of the inclusive ethos of the Museum</p> <p>The role includes the lifting of books, folding tables &amp; chairs</p>	<p>A passion for museums and culture.</p> <p>Interest in Samuel Johnson and or/local history.</p> <p>Awareness of public relations and promotional opportunities within a museum.</p> <p>Commitment to delivering excellent visitor experience.</p> <p>Willingness to wear Georgian costume for special events.</p>	<p>Application form</p> <p>References</p> <p>Interview</p>