



JOB DESCRIPTION & PERSON SPECIFICATION

SERVICE AREA:	Cultural Services	POSITION NO:
SECTION:	Museums – Heritage Services	GRADE: 2
JOB TITLE:	Caretaker/Attendant	DATE PREPARED: 24/11/09
EVALUATION DATE:	11/12/09	JE NUMBER: HCL235

DIGNITY AT WORK: To show, at all times, a personal commitment to Looked after Children and treating all customers and colleagues in a fair and respectful way, which gives positive regard to people’s differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the Company’s Equal Opportunities in Employment Policy.

PURPOSE:
 To ensure the storage areas and offices of the Museums service are cleaned and maintained in line with laid down standards. To assist technical and other staff as needed in the setting up exhibitions and moving collections in storage. To provide the highest standard of front of house operations including general customer care, cleaning, retail, security, portage and assistance to other staff. To welcome and care for every visitor and user of Hull’s Museum and Art Galleries and to project a welcoming and professional image, ensuring the continuity of the service 362 days per year.

PRINCIPAL ACCOUNTABILITIES:	
<i>Please note decision making must be included within the Principal Accountabilities</i>	
1.	To promote and safeguard the welfare of children, young people and/or vulnerable adults .
2.	To clean and maintain the storage areas and offices of the Museums Services as required.
3.	To assist technical staff with the installation of exhibitions and events
4.	To ensure the highest housekeeping and storage standards in storage areas
5.	To assist Curatorial staff to manage their stores.
6.	To report maintenance and Health and Safety problems as they are discovered to the line manager.
7.	To provide a security for the Museums and Art Gallery, ensuring emergency, fire and security procedures are followed, including locking and unlocking buildings.
8.	To prevent nuisance, damage, vandalism, theft or tampering with the exhibits, fittings or fabric of the Museums / Art Gallery and their cartilage.
9.	To provide a courteous and responsive service to all visitors, keeping up to date visitor attendance records and handling a wide range of enquiries. Promote sales, operate sales point equipment and accurately follow cash, sales and retail procedures, including stock taking and stock management. Keep the building and equipment clean and maintained. Provide an efficient portage (including simple construction, erection and dismantling of stands, display equipment and exhibitions) and messenger service for the Museums/Art Gallery.

10.	The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on Hull Culture and Leisure, as your employer and you as an employee of the company. In addition to the Company's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the Company's Corporate H&S policy.
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GENERAL:

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Company are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Company.

DIMENSIONS:

All sections should be completed – if there aren't any state 'none'

1. Responsibility for Staff:

Caretaker / Attendant will be responsible for the locking and unlocking of any of the various sites and to be in charge of the building, collections and staff on site as required by the Front of House Manager.

2. Responsibility for Customers/Clients:

Responsible for ensuring security protocols are adhered to.
 Responsible for customers / clients, approx. 450,000 visitors per year including Civic and V.I.P. visitors, including out of hours and evening work.
 Responsible for all internal and external clients / contractors / workmen.
 Responsible for all visitors.
 Responsible for all visiting groups / parties and functions. Heritage sites attract approximately 500,000 visitors per year across the service; this figure is spread across the service and may vary enormously. This includes school parties & visiting groups.

3. Responsibility for Budgets:

Although the post holder is not responsible for a budget they are responsible for maintaining an adequate supply of cleaning products and equipment necessary.

4. Responsibility for Physical Resources:

Responsible for maintaining stores, educational and other Museums property areas.
 All staff are responsible for the Museums collections and other Museums property areas.
 All staff are responsible for the Museums collections which varies from site to site and exhibits on loan to the service.
 Responsible on occasions for solely warding exhibitions worth several million pounds.
 Responsible for listed status buildings.

WORKING RELATIONSHIPS:

All sections should be completed – if there aren't any state 'none'

1. Within Service Area/Section:

All Museums staff, visiting teachers and educators.

2. With Any Other Company Areas

All contractors / trades people etc.

3. With External Bodies to the Company

All visitors / customers / groups / school parties / private hire parties & functions.

ORGANISATION CHART:
<p>Caretaker / Attendant is answerable to the Front of House Manager and supervised by the Heritage Supervisors across the service.</p> <p>Also works with:</p> <p>Internal: Director, Heritage staff, Curatorial staff, Technical staff</p> <p>External: Contractors, other Museum and Gallery staff, Volunteers, staff from touring exhibitions. YMLAC.</p>

	<i>Tick relevant level for each category</i>						Supporting Information (if applicable)
	Not applicable	Low	Moderate	High	Very High	Intense	
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).		X				N/A	Routine patrolling of galleries
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).		X				N/A	General front line public service
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.		X					General front line public service

PERSON SPECIFICATION		Tick relevant column		List code/s*
The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only.		Essential	Desirable	How identified
<i>*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring DBS's), T = Test/Assessment, P = Presentation</i>				
1.	Qualifications:			
	Good general education including English & Maths	X		AF & I
	Manual handling training		X	AF & I
2.	Relevant Experience:			
	Cleaning techniques	X		AF & I

PERSON SPECIFICATION		Tick relevant column	List code/s*
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			How identified
	Lifting and handling techniques with a range of valuable and fragile objects	X	AF & I
	Working within a team		AF & I
	Customer care in a public facing role	X	AF & I
	Dealing with enquiries, complaints tourism & info. requests	X	AF & I
	Experience of key holding		
	Alarms and security systems and procedures		X AF & I
	Cleaning in public buildings		X AF & I
	Cash handling		X AF & I
	Experience of / willing to engage in hands on activities		X AF & I
	Experience of key holding		X AF & I
3.	Skills (including thinking challenge/mental demands):		
	Able to prioritise work load	X	AF & I
	Able to work alone with some supervision	X	AF & I
	Basic maintenance skills	X	AF & I
	Able to work overtime days & evenings according to the needs of the service	X	AF & I
	Demonstrates a flexible approach to their duties	X	AF & I
	A methodical and thorough approach	X	AF & I
	Able to lift & handle a wide range of objects inc. heavy items.	X	AF & I
	Has an excellent understanding of the importance of customer care	X	AF & I
	Able to set their own standards in addition to the service requirements		X AF & I
	Able to develop systems and procedures for the work undertaken		X AF & I
	Shows initiative & willingness to deal with a variety of situations		X AF & I
	Experience of basic technical tasks, erecting screens, painting etc		X AF & I
	Operation of basic equipment eg cctv		X AF & I
	Able to deal with difficult situations		X AF & I
	Aware of Museums in city regeneration		X AF & I
	Appreciation of issues such as social exclusion		X AF & I
4.	Knowledge:		
	An interest in museums and galleries and a good understanding of the provision in the service	X	AF & I
	Keen to contribute to museum development		X I
5.	Interpersonal/Communication Skills:		
	Verbal Skills		
	Able to work alone or part of a larger project team	X	I
	Confident and able to communicate well.	X	I
	Good customer care skills and understanding of internal/external customers	X	I

PERSON SPECIFICATION		Tick relevant column		List code/s*
		Essential	Desirable	How identified
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	Understands the nature of the leisure services industry & has the desire to work with the public	X		I
	Able to act on own initiative		X	I
	Understands the concept of internal customers		X	I
Written Skills				
	Numerate & literate in order to complete forms and follow administrative procedures	X		AF & I
6.	Other:			
	Fit & healthy and able to demonstrate a good sickness absence record in line with company targets	X		AF & I
	Able to undertake a range of lifting and handling duties sometimes for extended periods	X		AF & I
	Able to stand and walk around throughout the day	X		AF & I
<p>The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.</p>				
7.	Additional Requirements:			
	None		N/A	
8.	Disclosure of Criminal Record:			
	If the postholder does not require a DBS disclosure the candidate is required to declare unspent convictions only.	X	N/A	AF(after short listing)