



JOB DESCRIPTION & PERSON SPECIFICATION

SERVICE AREA: Culture & Lifestyle **POSITION NO:**

SECTION: Museums & Art Gallery **GRADE: 4**

JOB TITLE: Heritage Supervisor **DATE PREPARED: 18/3/11**

EVALUATION DATE: 30th March 2011 **JE NUMBER: HCL1968**

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 undertake the day to day supervision of the Heritage Assistant team including allocating duties, monitoring performance & standards, complete all building related security procedures ie emergency evacuation, alarm tests & risk assessments, training new staff and to undertake all of the Heritage Assistant duties as required. To supervise the day to day running of any one or all of the Heritage sites as required according to the needs of the service. To maintain the level of service provided throughout the year, working overtime as necessary. To be responsible for the day to day security of the service & collections & ensuring all practices & procedures are carried out. Opening & closing all of the Heritage sections Museums, Art Gallery, Hull History Centre & store facilities. Following alarm & security procedures & being on call on a rota basis & working overtime according to the needs of the service delivering 24 hour, 365 day security cover. To manage day to day access to the building by visitors, contractors, deliveries and other users. To ensure the highest levels of customer service standards are maintained.

PRINCIPAL ACCOUNTABILITIES:

Please note decision making must be included within the Principal Accountabilities

1.	To promote and safeguard the welfare of children, young people and/or vulnerable adults.
2.	To supervise a security service during the day and evening for the Museums / Art Gallery, ensuring intruder, emergency, fire and security procedures are followed, including the supervision of locking / unlocking of buildings and alarm setting. Testing alarm systems implementing fire drills and maintaining the appropriate records.
3.	To provide a 365 days a year, 24 hour callout response service to all alarm activations to cover all of the cities Heritage sites & stores. To make decisions on the best course of action during such an incident and to act upon them in the appropriate manner and/or provide cover until cover is satisfactorily implemented.
4.	To be part of an emergency response team within the Heritage section, to provide help and assistance in times of varying scales of emergencies/disasters.

5.	To undertake and deploy/manage the Heritage Assistant team to prevent nuisance, damage, vandalism, theft or tampering with the exhibits, fittings or fabrics of the Heritage sites and their curtilage, ensuring that existing procedures and guidelines are followed by all staff.
6.	To create and maintain security procedures and ensure they are carried out to include such processes as risk assessments, evacuation procedures & building check lists.
7.	To provide operational and logistical support / assistance as required to the management and professional teams including Curatorial, Education, Audience Development. To develop and maintain information and processes detailing the services and exhibits, events and educational resources at all of the Heritage sites across the city, ensuring that all customer needs and abilities are addressed within the high standards set at local and national levels.
8.	To provide the highest level of customer experience, through the provision of assisted interpretation and interaction including tours outside of public hours and actively promoting and providing information about exhibits, events, education services and other Heritage sites.
9.	To understand and deliver to the needs and aspirations of a diverse range of customer groups, ensuring the overall accessibility and understanding of the services is provided.
10.	To supervise the Heritage Assistant team to deliver the highest quality service, ensuring a responsive, customer focused service for all users (both internal and external) and that the team are fully informed and updated daily regarding all aspects of activity within the Heritage sites. This includes ensuring the team actively promote and inform all users about exhibits, events, education services and Heritage sites. That the team maintain the accurate and up to date collation of visitor attendance records (as required by management and professional staff) and the effective and efficient handling of a wide range of enquiries.
11.	To respond efficiently and effectively to day to day problems as they occur including, the co-ordination or assistance of internal or external arrangements, supervision of visiting groups including schools, colleges, adult learners and community groups throughout the day, evenings and at weekends, ensuring all relevant records are processed and maintained as required by management and professional staff.
12.	To oversee and control the various site sales areas, ensuring staff operate sales point equipment correctly and accurately follow sales and retail procedures, including stock taking and management including the cashing up at the end of the day.
13.	To undertake the supervision of the buildings cleaning and maintenance of any equipment, deploying staff to ensure consistently high standards in each building
14.	To set up and manage lighting and Audio Visual equipment as needed in the building and manage an efficient portage service (including simple construction of displays and assistance to technical and curatorial staff) using the available assistant staff and equipment necessary.
15.	Dealing with deliveries and managing visiting contractors to minimise any disruption to the service and ensure security procedures are adhered to.

16.	To make recommendations to the Front of House Manager which will improve the effectiveness of the service, and act as an effective channel of communication from the senior management team to the staff and vice-versa.
17.	To provide a security service to prevent nuisance, theft, vandalism or damage to buildings, collections, staff & customers by maintaining the highest standards of behaviour.
18.	To identify & deal with any issues, cleaning or maintenance within the sites & surrounding area to ensure excellent service delivery.
19.	To undertake cleaning duties throughout the various sites.
20.	To train Heritage Assistant staff in procedures and practices of the Heritage Service.
21.	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.
<p>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.</p>	

<p>DIMENSIONS: All sections should be completed – if there aren't any state 'none'</p> <p>1. Responsibility for Staff: The Heritage Supervisor is responsible for the day to day supervision of a team of between two and seven staff per site. This includes allocating duties, monitoring performance, training and development, setting standards and dealing with group discipline.</p> <p>2. Responsibility for Customers/Clients: Collectively the staff are responsible for 450,000 visitors per year across the service; this figure is spread across the service and may vary enormously. At a busy event the Heritage Supervisor could be responsible for managing in excess of 5000 visitors to a museum site within four hours. In addition to general visitor visits the Heritage Supervisor is required to deal with corporate hires with a range of clients and often with Civic Dignitaries and VIP visitors, education and lifelong learners, community group visits. The Heritage Supervisor is also responsible for dealing with an increasing number of tourists to the city. Heritage Supervisors are responsible for managing out of hours events with a range of clients ranging from VIP's and dignitaries to special interest groups.</p> <p>3. Responsibility for Budgets: Heritage Supervisors have no direct responsibility for expenditure budgets. Heritage Supervisors are fully responsible for the reconciliation and banking of all cash from retail sales and other fees such as the open exhibition, this may be several hundred pounds per day.</p>

4.Responsibility for Physical Resources:

The Heritage Supervisors have a shared responsibility for physical resources in the following way-

As a group they are required to deliver a 365 day per year 24 hr security service in the form of a call out system for all of the museum buildings and stores.

The collections housed in our stores and buildings are worth many tens of millions of pounds and the historic listed buildings themselves are often unique.

They are required to ensure the security of our buildings and collections whilst we are open to the public or we have visitors in our premises, they must be able to undertake this duty at any one of our eight sites and will often include objects and paintings not owned by the company.

Heritage Supervisors are required to ensure that loan conditions with touring exhibitions are strictly adhered to and in the case of some exhibitions this may mean responsibility for assets valued at tens of millions of pounds in one location.

Heritage Supervisors are responsible for the control of all equipment and materials required to operate the building.

WORKING RELATIONSHIPS:

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

1.Within Service Area/Section:

All Heritage service staff

Visiting teachers, educators, groups

Close working relationships with the Front of House Manager, Curatorial Team, Education Team, Audience Development and Commercial Development staff.

2. With Any Other Company Areas

Corporate staff

Tourism section

Visiting staff from areas such as Tourism and Regeneration

Civic one

Student and other placements as required by the Front of House Manager

3. With External Bodies to the Company

Private hirers

Alarm company

The emergency services

Contractors

ORGANISATION CHART:
Heritage Supervisors report to the Front of House Manager

	Tick relevant level for each category						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	General patrolling duties and occasional lifting/handling around Museums & Art Gallery sites
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	In charge of a small team of staff and site.
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.			X				In charge of a small team of staff – general team emotional demands

PERSON SPECIFICATION		Tick relevant column		List code/s*
		Essential	Desirable	How identified
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. *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				
1.	Qualifications:			
	Good general education	X		AF
	Numerate and literate in order to complete forms and follow administrative procedures.	X		
	An appropriate qualification in staff supervision or management		X	AF
2.	Relevant Experience:			
	Lifting and handling techniques	X		AF
	Experience of keyholding and call out response.	X		AF
	Staff supervision	X		AF
	Customer care in a public facing context	X		AF

PERSON SPECIFICATION		Tick relevant column		List code/s*
		Essential	Desirable	How identified
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	Extensive experience of alarm and security systems and procedures.	X		AF
	Cash handling	X		AF
	Record keeping	X		AF
	Cleaning techniques		X	AF & I
	Experience of hands on activities		X	AF & I
	Working within a museum/gallery environment		X	AF & I
3.	Skills (including thinking challenge/mental demands):			
	Motivation to work with children and young people and/or vulnerable adults (<i>service area to include where appropriate</i>).		X	AF & I
	Ability to form and maintain appropriate relationships and personal boundaries with children and young people and/or vulnerable adults (<i>service area to include where appropriate</i>).		X	AF & I
	Able to supervise a team of staff and achieve set standards of service delivery.	X		AF & I
	Ability to stand for long periods	X		AF & I
	Able to lift and handle a range of objects including heavy items.	X		AF & I
	A great deal of flexibility and ability to work overtime (days & evenings) according to the needs of the service.	X		AF & I
	Able to problem solve.	X		AF & I
	Able to deal with problems like complaints		X	AF & I
	Experience of basic technical tasks, erecting screens, painting etc		X	AF & I
	Operation of A/V equipment and CCTV		X	AF & I
4.	Knowledge:			
	A knowledge and commitment to safeguarding and promoting the welfare of children, young people and/or vulnerable adults	X		I
	Understands the nature of the leisure service industry and develops team morale.	X		I
	Shows a desire to work with the public	X		I
	Enthusiastic	X		I
	A Good awareness of museum/gallery provision in the city.		X	I
	Awareness of the role of museums in city regeneration.		X	I
	Innovative and focussed on the customer		X	I
5.	Interpersonal/Communication Skills:			
	Verbal Skills			
	Ability to establish professional, effective working relationships with a range of partners/colleagues and children & young people and/or vulnerable adults.	X		I
	Good communication skills	X		I
	Flexibility and initiative, working well leading a team	X		I
	Helpful to customers and colleagues	X		I
	Courteous and polite	X		I

PERSON SPECIFICATION		Tick relevant column		List code/s*
<p>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.</p> <p>*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</p>		Essential	Desirable	How identified
			Able to deal with difficult situations	
	Appreciation of issues like social exclusion /deprivation		X	I
Written Skills				
	Numerate and literate in order to complete forms and follow administrative procedures.	X		AF
	Must be able to use PC		X	AF & I
6.	Other:			
	Able to demonstrate a good sickness absence record in line with Hull Culture and Leisure targets	X		AF & I
	Able to lift and carry sometimes for extended periods, including heavy items	X		AF & I
	Able to use a two way radio	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:			
	Must be able to work to a rolling shift rota	X		AF & I
	Must be able to carry out callout duties	X		AF & I
8.	Disclosure of Criminal Record:			
	The successful candidate's appointment will be subject to the Company obtaining a satisfactory Basic #Standard/#Enhanced# Enhanced & Barring List Disclosure from the Disclosure & Barring Service (if ticked as an essential requirement).		N/A	DBS Disclosure
	If the postholder requires a DBS disclosure the candidate is required to declare full details of everything on their criminal record.		N/A	AF(after short listing)
	If the postholder does not require a DBS disclosure the candidate is required to declare unspent convictions only.		N/A	AF(after short listing)