**Job Description**

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

# Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

## Job Details

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| --- | --- |
| Job Title: | Front of House Assistant |
| Salary: | £24,404 - £24,790 pro-rata, per annum  |
| Grade: | 4  |
| Hours: | Average 4.75 per week between Café and Front of House areas split over 2 weekends out of 4. |
| Team: | The Oxfordshire Museum, Woodstock  |
| Service Area: | Public Health |
| Primary Location: | The Oxfordshire Museum, Woodstock  |
| Budget responsibility: | None |
| Responsible to: | Visitor Services Supervisor |
| Responsible for: | None |
| Political Restricted Post: | No  |

## Job Purpose

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| To work as part of a team of paid staff and volunteers to promote public access to and enjoyment of the collections in the care of The Oxfordshire Museums Service and its partners.Front of House Assistants will work with colleagues to provide a range of front of house services for visitors to The Oxfordshire Museum including reception and visitor information services, also retail and catering activities, and will take responsibility for ensuring that the site is well-presented and the collections secure. |

## Job Responsibilities

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| **Reception & Café** * Weekend support to the team on site
* Support with various housekeeping tasks to ensure smooth running of the museum
* Provide reception services to welcome visitor and assist them with their use of the museum site helping to further their knowledge and understanding of displays and exhibits
* Provide café services to visitors – preparing and serving a range of light lunches, snacks and drinks. Adhering to food safety and health and hygiene regulations.
* Promote the Museums Service, its collections and services
* Answer enquiries in person and by phone
* Serve visitors and deliver excellent customer service at all times

**Retail*** Actively promote sales of merchandise to increase visitor spend
* Pro-actively replenish merchandise displays, deploying good housekeeping within the retail area by constantly refreshing product displays
* Advise the Merchandiser when stocks are low
* Keep all stock in a tidy and secure manner in designated areas
* Handle sales and operate a till including handling cash

**Galleries and site*** Lock, unlock and operate the site alarm system
* Patrol galleries and invigilating exhibitions, assisting the public and providing information as required
* Undertake some cleaning of galleries and external areas and other public areas to maintain high level of site cleanliness and presentation
* Work as part of a team, responsible for gallery and site security, operating the alarm systems as required
* Cover leave for colleagues and work out of hours as required
* Maintain an awareness of Health and Safety on the site, particularly public health and safety
* Attend training sessions and quarterly staff meetings
* Be an appointed first aider

**Knowledge/skills/experience****Personal qualities*** Able to maintain a high standard of personal presentation at all times
* Enjoy meeting people and be able to communicate effectively with all members of the public and with colleagues
* Flexible and enthusiastic approach to work
* Open, friendly and helpful manner
* Capacity to work under pressure
* Practical and adaptable

**Special requirements:*** Able to work flexible hours by arrangement including weekends and occasional evenings
* Able to cover holidays and sickness and out of hours events by arrangement
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# Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4).

Each of the criteria listed below will be measured through the application form (A) and optionally - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

|  |  |
| --- | --- |
| Essential Criteria | Assessed By: |
| Numerate and Literate to GCSE (or equivalent) in Mathmatics and English | A & D |
| Experience of providing face to face customer service | A & I |
| Able to demonstrate a commitment to excellent customer service | A & I |
| Proven interest in museums, local history and heritage | A & I |
| Excellent communication skills being able to cmmunicate effectively with all members of the public and with colleagues | A & I |
| Experience of working in a catering environment | A & I |
| Able to work on own initiative and as part of a team | A & I |
| Ability to handle parcels/boxes and deliver to various parts of the site | A & I |
| Able to work flexible hours by arrangement to cover holiday and sickness, some weekend working and occasional evenings | A & I |
| An understanding of the basic requirements of Health and Safety at work | A & I |
| Desirable Criteria | Assessed By: |
| Current first aid qualification  | A & D |
| Recent previous experience of operating security / alarm systems | A & I |
| Recent experience of handling cash/sales and using a till | A & I |
| Experience of working in a similar service | A & I |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

|  |  |  |  |
| --- | --- | --- | --- |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [ ]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

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| [ ]  | Other (please specify):       |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [x]  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | [ ]  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
| [ ]  | Working at height/ using ladders on a regular/ repetitive basis | [ ]  | Restricted postural change – prolonged sitting |
| [ ]  | Lone working on a regular basis | [x]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [ ]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [x]  | Rotating shift work | [x]  | Manual cleaning/ domestic duties |
| [ ]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [ ]  | Significant use of computers (display screen equipment) | [ ]  | Work with vulnerable children or vulnerable adults |
| [ ]  | Undertaking repetitive tasks | [ ]  | Working with challenging behaviours |
| [ ]  | Continual telephone use (call centres) | [ ]  | Regular work with skin irritants/ allergens |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels) | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [ ]  | Work requiring respirators or masks | [ ]  | Work with vibrating tools/ machinery |
| [x]  | Work involving food handling | [x]  | Work with waste, refuse |
| [ ]  | Potential exposure to blood or bodily fluids | [x]  | Face-to-face contact with members of the public |

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| [ ]  | Other (please specify):       |

**Agile Working**

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs.  Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.