



SUPPORTING INFORMATION FOR THE POST OF

HERITAGE ASSISTANT
(NAVIGATION HOUSE, SLEAFORD)

March 2019

PART TIME HERITAGE TOURISM ASSISTANT

Heritage Assistant, Navigation House, Sleaford

North Kesteven District Council values its built and cultural heritage and operates a small number of visitor venues in its area. One of these is Navigation House in Sleaford, telling the history of the Navigation and wider Sleaford. It also provides a valuable resource for visitor information, being home to the Visitor Information Point.

We are seeking someone to join our team to work as part of a job-share post at Navigation House. The role is varied, welcoming visitors to the building, dealing with queries, managing the retail element as well as promoting the site. The new postholder will work with our existing team member in a job-share. Alongside this, there is a wider Visitor Economy team who will offer support and guidance as required. There may also be opportunities to work at other NKDC operated sites.

Navigation House is open to the public all year round; between November and March the postholder will work alternate weekends and between April and October, when the site is open seven days a week, the postholder will work seven days every fortnight, including alternate weekends. The exact weekday pattern will be worked out with the current postholder. An enhanced rate for weekend and bank holiday working will be paid. It should be noted that this post will require working weekends and bank holidays as part of the contract.

For an informal discussion about the role please contact Anne Flannery on 01529 308102.

Closing date for applications is Sunday 31 March 2019 at midnight

Interviews will take place on the mornings of 11 and 12 April 2019

Dear Applicant,

Vacant Post: Heritage Assistant (Navigation House)

Thank you for your interest in the above post.

The post will be based at Navigation House as part of the Development, Economic and Cultural Services Division, reporting to the Economic Development Project Officer.

I enclose an application pack, which includes: application form; the job description and person specification for the post.

Please ensure that you complete all sections of the application form(s) fully. CVs are not accepted. When filling in your application form, please study the person specification carefully. If you do not demonstrate on the form that you fulfil the essential criteria for the position, you are unlikely to be successful in your application.

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Yours faithfully,

Hannah Dolby
HR Assistant

JOB DESCRIPTION

1. **DIRECTORATE:** Corporate Director
2. **DIVISION:** Development, Economic and Cultural Services
3. **POST TITLE:** Heritage Tourism Assistant – Navigation House
4. **POST NO:** EC085B
5. **POST GRADE:** 1 (Subject to Job Evaluation)
6. **ALLOWANCES:** None
7. **JOB PURPOSE:**

To oversee the successful day to day operation of the Navigation House Visitor Information Point (VIP), providing excellent customer service and assisting with the promotion of the attractions and facilities of North Kesteven.

To handle enquiries from members of the public regarding venue, heritage and tourism matters for North Kesteven and ensuring information is current and updated regularly

To work closely with other staff members and volunteer staff ensuring the smooth and successful operation of the venue and information provision, and to assist with events organisation and development, and the development of the Centre as a heritage visitor attraction.
8. **PRINCIPAL RESPONSIBILITIES:**
 - i) To supervise Navigation House Visitor Information Point and be responsible for ensuring correct opening and closing and the security of the building and its contents during public opening hours.
 - ii) To undertake the administration and development of the VIP, in accordance with the Council's policies, including all aspects of dealing with the public, maintenance of proper office procedures, statistic recording, stock control, retail and cash handling, finance, and Health and Safety procedures.
 - iii) To provide information and assistance to visitors observing quality practice in customer care and

ensure all publicity is current and updated as required.

- iv) To keep records of visitor numbers, conduct visitor surveys, staff are required to familiarise themselves with and be conversant with the detail of exhibitions and history of the venue.
- v) To assist in the organisation and administration of special open days and events during the season and also at other retained heritage sites and events when available, and to take a proactive role in the future development of the visitor centre.
- vi) To carry out weekly maintenance checks and ensure the Centre and surroundings are kept in a clean and tidy condition at all times.
- vii) To undertake such other duties as may be determined from time to time, within the general scope and commensurate with the grade of the Post. Duties outside the scope of the post may also be undertaken with the consent of the Post-Holder.

- 9. **RESPONSIBLE TO:** Economic Development Project Officer
- 10. **RESPONSIBLE FOR:** No personnel supervisory duties
Health and Safety Checks
 - Daily check of site
 - Incident reports as necessarySecurity of any monies held on premises during open times.
- 11. **QUALIFICATIONS/ EXPERIENCE REQUIRED.** Standard level of education, and an ability to communicate and interact at all levels with the general public. Relevant customer service experience.
- 12. **H & S ISSUES** Compliance with all current legislation, Council Policy and procedures including but not limited to duties defined in the Health and Safety at Work etc Act 1972, the Councils Health and Safety Policy and other specific Council policies as appropriate to your role.

PERSON SPECIFICATION

Post title: Heritage Tourism Assistant

Post No: EC85B

Division: D.E.C.S

Grade: 1 (Subject to Job Evaluation)

Date: 15.11.2017

E = ESSENTIAL, D = DESIRABLE (Weighting 1 to 3, 3 being highest) for applicants to meet relevant standard

SELECTION CRITERIA

CRITERIA	STANDARD	E/D & W	MEASURED BY
A. Work experience	1. Minimum 1 years experience in customer service environment 2. Minimum 1 years experience of administrative duties 3. Experience of handling cash or retail environment	E E E	Application Form Interview
B. Knowledge	1. Knowledge of and an interest in local history	D2	Application Form Interview
C. General skills	1. Strong inter-personal skills for dealing with volunteers, visitors and third parties.	D3	Application Form
D. Specific skills	1. Computer skills – good working experience of Word, Access & Excel (or similar) packages. 2. Ability to work independently with minimum supervision.	E E	Application Form Interview
E. Qualifications	1. Good general education	D3	Application Form
F. Team work	1. Ability to work as part of a team especially in relation to job share partner and volunteer staff.	D3	Interview
G. Attitude	1. Commitment to contributing to development and promotion of the Venue 2. Willingness to work occasional extra hours to cover for events, holidays and sickness	D3 E	Interview

H. Equal Opportunities	1. To have a general awareness of equal opportunities issues and how they would impact on the role	E	Interview
I. Special circumstances	1. Weekend and Bank holiday working required on a rota basis	E	Interview
J. Other	1, Awareness of basic Health and Safety issues	E	Interview

MAIN TERMS AND CONDITIONS OF APPOINTMENT

Post of: Part-time Heritage Assistant (Navigation House, Sleaford)

A copy of the job description is enclosed.

Salary

£16,881 (Living Wage), per annum pro rata (Subject to Job Evaluation), plus enhanced rate for weekend working.

Hours of Work

Navigation House Visitor Information Point is open:

1 April until 31 October: 12:00pm – 4:00pm Monday to Friday and 11:00am-4:30pm on Saturdays, Sundays. It is also open 11:00am-4:00pm on Bank Holidays

1 November to 31 March, the venue is open on Saturdays and Sundays only from 12:00pm to 4:00pm.

All year around, the VIP is open 11am to 4pm on Bank Holidays

This is a job share post for an average of 15.5 hours per week during the summer season and an average of 4 hours per week in the winter season.

Holidays

Holiday entitlement is pro rata to 24 days.

Sickness

Subject to certain qualifying criteria, you will receive your normal pay when you are off sick.

Pension

You will have the opportunity to join the Council's Occupational Pension Scheme (the Local Government Superannuation Scheme).

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