



SUPPORTING INFORMATION FOR THE POST OF

Heritage Tourism Assistant
(Mrs Smith's Cottage, Navenby)
20 Hours – Working Friday, Saturday, Sunday and Monday

September 2021

PART TIME HERITAGE TOURISM ASSISTANT

Mrs Smith's Cottage, Navenby

20 Hours – Working Friday, Saturday, Sunday and Monday

Grade 4 (B2) £24,982 to £27,041 pro rata plus weekend enhancements

North Kesteven District Council values its built and cultural heritage and operates a small number of visitor venues in its area. Mrs Smith's Cottage in Navenby is reopened in August 2021 after closing in 2012 due to structural issues. Following a successful National Heritage Lottery Fund bid to bring the cottage back to life we tell the history of Mrs Smith and a life well lived in the cottage. It also provides a valuable resource as a community hub where locals can attend events, research local history and undertake volunteer work.

We are seeking someone who is responsible, enthusiastic and has a passion for heritage to join our team to work at Mrs Smith's Cottage. The role will be varied to include:

- Opening and closing the site.
- Managing the online and telephone booking system
- Welcoming and interacting with visitors.
- Manage the collection of artefacts at the Cottage to the required standard.
- Managing the retail space and dealing with financial transactions.
- Organisation of events and exhibitions in line with the Activity Plan.

The Heritage Tourism Assistant will work alongside the Learning Officer and coordinate the Volunteers to ensure the smooth operation of the site. 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.

Mrs Smith's Cottage is open to the public all year round with opening hours of 12pm till 4pm Friday, Saturday, Sunday and Monday. An enhanced rate for weekend and bank holiday working will be paid.

For an informal discussion about the role please contact Michelle Tasker on 01529 308177 or Emma Clark on 01529 308207

Closing date for applications is 10th October 2021

Interviews will take place on 19th October 2021 at Mrs Smith's Cottage - Navenby

Dear Applicant,

Vacant Post: Heritage Tourism Assistant – Mrs Smith's Cottage - Navenby

Thank you for your interest in the above post.

The post will be based at Mrs Smith's Cottage, Navenby as part of the Development, Economic and Cultural Services Division, reporting to the Visitor Economy Operations Officer.

I enclose an application pack, which includes: application form and role profile.

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 role profile carefully. If you do not demonstrate on the form that you fulfil the criteria for the position, you are unlikely to be successful in your application.

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Yours faithfully,

Steph Bond
HR Business Partner

POST TITLE: Heritage Tourism Assistant – Mrs Smith’s Cottage - Navenby

Technical & Service Delivery B2 – Generic Role Profile

JOB PURPOSE:

To apply technical skills and knowledge across the service ensuring a high standard of customer service and to support the delivery of the NK Plan

PRINCIPAL DUTIES & RESPONSIBILITIES:

- ☐ Provide technical, policy or procedural advice and guidance to colleagues and customers
- ☐ To develop and provide instruction, guidance and training to colleagues as required
- ☐ Support the development of and follow procedures to ensure adequate resources are available to meet the needs of the service as appropriate
- ☐ Respond and resolve a range of enquiries or problems, judging when to pass serious and/or complex enquiries or problems to a more senior officers
- ☐ Diagnose and rectify faults/problems with equipment, systems and or procedures; liaising with other teams and/or partners as appropriate
- ☐ Support the development and implementation of new methods, techniques, equipment and/or systems
- ☐ Undertake routine financial and data processing, including raising orders and requisitions, checking and maintaining stock in accordance with approved relevant procedures, ensuring security is maintained
- ☐ Ensure a range of service-specific data is accurately recorded and securely maintained
- ☐ Plan and prioritise own workload to ensure operational efficiency, responding to new demands, including those arising from non-standard work
- ☐ Assist in the production and delivery of service-specific reports, briefings and presentations
- ☐ Receive and respond to general enquiries from customers (external and/or internal), referring requests outside of one’s own knowledge base/responsibility to the appropriate person/area in order to provide an efficient and effective service
- ☐ Monitor and maintain a safe working environment for self and others
- ☐ Promote a positive image of the service area and the Council as a whole
- ☐ Ensure effective communication with Councillors and team members at all levels
- ☐ To lead by example by embracing and living the organisation’s values and behaviours
- ☐ 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 be undertaken with the consent of the post holder

KNOWLEDGE, SKILLS & EXPERIENCE

- ☐ Either academic or vocational qualifications

Or

- ☐ Equivalent work experience in a comparable setting
- ☐ Developed numeracy, literacy and IT skills as appropriate
- ☐ Specialist knowledge of relevant systems/equipment/processes
- ☐ Initiative and judgement to resolve problems independently
- ☐ Ability to communicate clearly through multiple channels
- ☐ Knowledge of relevant legislation, policies and procedures
- ☐ Ability to assess data and information and to identify problems
- ☐ Skills in influencing and negotiating with colleagues, customers and partners

OUR COMMITMENT:

NKDC is a people-focussed, honest and high-performing organisation, which utilises teamwork to deliver a professional service to our customers and partners and in making positive contributions in support of a District of Flourishing Communities.

All our employees are supported to manage their workload, take responsibility, be proactive about their own development, to work effectively with others, and to meet our customers' needs; and where relevant are supported to be effective managers and leaders. We expect all employees and volunteers to comply with all current legislation, Council Policy and procedures including but not limited to duties defined in the Health and Safety at Work etc Act 1974, the Council's Health and Safety Policy, and any specific Council policies as appropriate to their role.

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all employees and volunteers to share this commitment. All employees who come into contact with children, young people and adults at risk are expected to comply with all requirements detailed within the Safeguarding Policy.

We work closely with Union representatives to help ensure approaches and solutions adopted are fair and equitable across our workforce. All employees have the right to join a trade union and to take part in its activities. All employees also have the right not to belong to a trade union.

MANDATORY JOB REQUIREMENTS

- Co-ordinating volunteers for normal opening and events
- Cash handling
- Lone working
- Key holder responsibility (Opening and closing the site)

MAIN TERMS AND CONDITIONS OF APPOINTMENT

Post of: Part-time Heritage Tourism Assistant – Mrs Smith's Cottage - Navenby

A copy of the role profile is enclosed.

Salary

Grade 4 (B2) £24,982 to £27,041 pro rata plus weekend enhancements

Hours of Work

11am till 4pm Friday, Saturday, Sunday and Monday

Holidays

Holiday entitlement is 25 days pro rata.

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 Pension

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