

SUPPORTING INFORMATION FOR THE POST OF

**HERITAGE TOURISM ASSISTANT
(NAVIGATION HOUSE, SLEAFORD)**

September 2021

PART TIME HERITAGE TOURISM ASSISTANT

**Heritage Tourism Assistant, Navigation House, Sleaford
Grade 2 (A2) £20,092 - £21,748 pro rata
(12 Hours over a 2 week period working alternate weekends)**

North Kesteven District Council values its built and cultural heritage and operates four visitor venues in the District. 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, opening and closing the venue, welcoming visitors to the building, dealing with queries, managing the retail element as well as promoting the site and organising events. 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 Friday to Monday 10am to 2pm; this role will work alternate weekends. An enhanced rate for weekend and bank holiday working will be paid. 2 additional hours every week will be given for administration work. It should be noted that this post will require working weekends as part of the contract.

For an informal discussion about the role please contact Michelle Tasker on 01529 308102.

Closing date for applications is 10th October 2021

Interviews will take place on the 21st October 2021

Dear Applicant,

Vacant Post: Heritage Tourism 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 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 essential 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 – Navigation House
Business & Operational Support A2 - Generic Role Profile

JOB PURPOSE:

- ☐ To support delivery of an efficient and effective service and to contribute to the priorities and ambitions of North Kesteven District Council

PRINCIPAL DUTIES & RESPONSIBILITIES:

- ☐ Carry out a range of practical tasks and activities following established precedent, processes and procedures
- ☐ Ensure the range and volume of work to be undertaken for the days ahead is planned In order that work is completed on time and to an appropriate standard
- ☐ Carry out a range of administrative and/or support activities to contribute to the smooth running of the service
- ☐ Identify and resolve first line problems, referring to a more senior officer if necessary
- ☐ 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
- ☐ Collate, record, store and retrieve information including confidential and/or sensitive information
- ☐ 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 organisations 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

- ☐ Prior work-related experience and/or equivalent NVQ level
- ☐ Numeracy, literacy and IT skills as appropriate
- ☐ Familiarity with standard office software packages as appropriate
- ☐ Good working knowledge of relevant health and safety policies and procedures

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

Lone working

MAIN TERMS AND CONDITIONS OF APPOINTMENT

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

A copy of the job description is enclosed.

Salary

Grade 2 (A2) £20,092 - £21,748 per annum, pro rata

Hours of Work

Navigation House Visitor Information Point is open:
10am – 2pm Saturday & Sunday alternate weekends
2 hours per week administration time to suit.

This is a job share post for an average of 12 hours over a 2 week period

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 Councils Pension

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