

Museum Community Officer

Role Profile / Job Description

Role Title :

Museum Community Officer

Responsible To :

Education and Interpretation Officer

Hours :

22.2 hours per week

Salary :

Grade 4

Primary Purpose :

To deliver an inclusive community engagement programme that will enable the Museum's collection to become more accessible to local communities, encouraging their participation.
Devise and deliver sessions such as public events, seasonal events, family learning workshops, adult learning events, projects and community outreach to attract new visitors in conjunction with the Education and Interpretation Officer.

**Specialist Accountabilities:
(broad parameters)**

1. Develop and maintain sustainable partnerships with communities, external agencies and council departments.
2. Design and deliver an inclusive informal learning programme, as outlined in the Museums Service's Forward Plan that will enable people to use the Museum's collections to develop new, or enhance existing, skills and knowledge. Deliver this plan in consultation with the Museums Manager and Education Officer and report regular progress.
3. Promote the Museum's collections through exhibitions, events, workshops and /or projects.
4. Work with the Curatorial team and Education Officer to explore ways to deliver the Anti-Racist Wales action plan emphasising the Museum's collection.
5. Contribute to the (annual) Museum Service development plan.
6. Assist in the delivery of formal education workshops where required.
7. Explore innovative ways of using collections for learning without compromising conservation and preservation needs of the collections.
8. Continually consult with the local community to identify barriers that prevent local communities from visiting the Museum or attending outreach sessions. Devise new solutions.
9. Attend meetings with local agencies to keep up to date with current social and political developments in the community.
10. Identify sources of additional funding for community and access projects, and manage budgets as required.
11. Assist with the development of the Cyfarthfa Castle Museum and Art Gallery digital guide with Bloomberg Connects, including uploading of interpretation.
12. Assist in the management of Cyfarthfa Castle Museum and Art Gallery's social media pages.
13. Work with and supervise volunteers as required.
14. Assist the Museum team in the interpretation of the Museum's collections.
15. Work with stakeholders on projects through the duration of project.
16. To be a key holder for Cyfarthfa Castle Museum and Art Gallery and Joseph Parry's Cottage.
17. To act as duty manager when required.

**Generic
Accountabilities:
(broad parameters)**

1. To respond positively to customers and staff, developing, maintaining and promoting good working relationships with all staff, users and partners.
2. Attend regular staff meetings.
3. To work collaboratively with your Line Manager and other members of the museum team in order to ensure a consistent service is provided to all customers.
4. To carry out weekend working along with other senior staff on a rota system.
5. To carry out cashing up of the museum shop and act as fire marshall when required.
6. To deliver excellent customer service in line with the vision of Wellbeing@Merthyr and its clients
7. Provide two way communication and take/demonstrate ownership in all areas of their work and working environment at all times;
8. Reporting punctually for duty and maintain high personal standards in relation to a clean/tidy uniform and personal appearance, both individually and of the team;
9. To work peripatetically across any of Wellbeing@Merthyr venues in line with customer demand and on the request of the Museum Manager.
10. To assist the team in the delivery of customer needs in line with the nature of the business outlined in the Standard Operating Procedures;
11. Ensure the working environment is safe, reporting any maintenance and Health & Safety issues/hazards to the Museum Manager; and to take responsibility for Health & Safety, both personally and for others. Adhering to Wellbeing@Merthyr regulations to Health & Safety at Work, Fire Regulations, etc.
12. As a term of employment, the post holder may be required to undertake such other duties and/or times of work as may be reasonably be required commensurate with the grade or general level of responsibility within Wellbeing@Merthyr;
13. To adhere to GDPR regulations and ensure that confidentiality is maintained at all times;
14. To be an active and supportive team member, contributing in a constructive manner and treating all Wellbeing@Merthyr staff and customers with fairness and courtesy;
15. To actively promote the use of the Welsh language;
16. To actively promote Wellbeing@Merthyr core values and principles;
17. Undertake all duties with due regard to Wellbeing@Merthyr equalities policy and relevant legislation;
18. Undertake all duties with due regard to Wellbeing@Merthyr core values and principles;
19. Inspire team members through hands-on leadership, guidance and support;
20. Ensure legal compliance of staff welfare with support from the People & Learning Department i.e. working time directive, the implementation of Wellbeing@Merthyr employee procedures, implementing training and development opportunities, and the sharing of best practice;
21. The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with the post - in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required;

Wellbeing@Merthyr reserves the right to update your job description from time to time to reflect changes in or to the post

Success Measures:

- Levels of Customer Service;
- Positive feedback from Team Members;
- Internal Feedback Mechanisms.

This role profile sets out the main duties and parameters of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed.

There will therefore be other duties and requirements associated with your role and in additions as a term of your employment you may be required to undertake various other duties as may reasonably be required. Such variations are a common occurrence and cannot by themselves justify a reconsideration of the post.



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What we are looking for (Person Specification)

When preparing your written application, you will need to provide evidence against the criteria below, either in a work or personal situation. You may wish to use the STAR model. Briefly explain the situation, the Tasks and Actions you were required to take and the Results for you, the customer and the organisation.

A. Knowledge and Experience

No	Quality	Criteria	Measured
1.	Experience of working with community groups and facilitating participation workshops.	Essential	Application/In interview
2.	Experience of public speaking	Desirable	Application/A sssessment
3.	Experience of working with groups in heritage / gallery settings.	Essential	Application/in interview
4.	Knowledge of Merthyr Tydfil and its history	Essential	Interview
5.	Knowledge of lifelong learning and reminiscence.	Essential	Application/In interview
6.	Experience of managing projects or tasks.	Desirable	Application/in interview
7.	Knowledge of Museum collections.	Desirable	Application/in interview

B. Skills and Abilities

No	Quality	Criteria	Measured
1.	Ability to confidently deal with organisations/customers at all levels, demonstrating concise and effective verbal skills.	Essential	Application / Interview
2.	Very strong personal integrity and commitment to upholding the highest professional standards. Is trusting, honest and open with the ability to take ownership of problems, self-motivated.	Essential	Application
3.	Deal with comments / queries / concerns with tact and sensitivity, personal passion making a difference and to demonstrate commitment to making Wellbeing@Merthyr better, and their role in doing this.	Essential	Application
4.	Achieving consistent results and making a difference to customers.	Essential	Application
5.	Accurate cash handling/reconciliation	Desirable	Application
6.	Ability to influence and build long lasting relationships and partnerships	Essential	Application

7	Commitment to the aims, values and future of Merthyr Tydfil through the work of the Trust in partnership with the council and all stakeholders.	Essential	Assessment
8	Identify and utilise opportunities to capture information from colleagues, suppliers and customers which offer organisational improvements.	Desirable	Application
9	Ability to think on their feet and make prompt decisions.	Essential	Application
10	Excellent organisational skills, including the ability to plan, schedule and deliver projects to both time and budget.	Essential	Application / Interview / Assessment
11	Excellent inter-personal and communication skills (verbal and written)	Essential	Application/ Assessment
12	Ability to sole-work or as part of a team.	Essential	Application
13	Able to assist in collections interpretation.	Desirable	Assessment / Interview
14	Digital competency using software such as Microsoft, Canva etc.	Essential	Application / Interview / Assessment

C. Values

No	Quality	Criteria	Measured
1.	Appreciation of and commitment to distinctive culture and philosophy of the organisation.	Essential	Application
2.	A team player, committed to working across teams, showing integrity.	Essential	Interview
3.	Committed to providing the very best service and can suggest innovative ideas to improve the service.	Essential	Application Assessment
4.	A 'can do' attitude, friendly and flexible approach to all customers and Partnering Organisations with the ability to work under pressure	Essential	Application / interview
5.	A flexible approach to tasks and workload, showing care towards our communities.	Essential	Application / interview
6.	Cares about the role and the tasks undertaken with a willness to uphold and actively promote all Wellbeing@Merthyr service standard and polices	Essential	Application/in terview
7.	Demonstrates trust, openness and respect in dealing with people. Acknowledges other points of view and is willing to embrace change.	Essential	Interview
9.	Attention to detail and takes pride in their work	Essential	Application / interview /Assessment
10	Takes responsibility for their actions.	Essential	Application / Interview

D. Other Requirements

No	Quality	Criteria	Measured
1.	Commitment to personal professional development, seeking training and development opportunities and willing to attend training programmes, workshops and seminars when requested to do so	Essential	Application
2.	Commitment to high quality service delivery	Essential	Application
3.	Tasks of a manual handling nature will be required as part of this role. There will be occasional practical lifting, in relation to movement of chairs and tables and collections as well as safe use of ladders, pushing trolleys etc.	Essential	Application
4.	Ability to work flexibly and to take on additional duties where required to support your team members	Essential	Application

E. Qualifications

No	Quality	Criteria	Measured
1.	Degree in history, arts or relevant subject area.	Desirable	Application

2.	Excellent ICT skills	Essential	Application/Assessment
3.	Full Clean Drivers Licence with access to own car to work between sites	Essential	Application

F. Welsh Language

No	Quality	Criteria	Measured
1.	The ability to speak Welsh	Desirable	Application
2.	The ability to listen and understand conversations in Welsh	Desirable	Application
3.	The ability to write in Welsh	Desirable	Application
4.	The ability to read Welsh	Desirable	Application