POSITION DESCRIPTION

Museum Assistant (POS1410)

Directorate:	Community & Culture	**Department:**	Library and Museum Services		
Position Grade:	5	**Reports to:**	Team Leader Museum Curator		
Last review:	February 2020	**Next review:**	February 2022	**Version No.:**	1.0

Position purpose:

To support the Museum team to deliver innovative and inclusive exhibitions and programs. Providing customer services. Assisting with the delivery of exhibitions, public programs and contributing to collection maintenance.

Key accountabilities/responsibilities:

Responsibilities include:

1) Implementing and supporting the development of the Library & Museum's vision, mission and plans; delivering quality and customer focused collections and services to members of the community.
2) Supporting the Team Leader Museum Curator to develop Museum services in line with consultations outcomes and documented standards approved by Library & Museum Management
3) Contribute to the Museum team through regular communication, and participation in work reviews and annual plans. Assisting with service evaluation and reporting.
4) Supporting delivery exhibition, education and public programs.
5) Providing direct customer service and assistance, according to agreed standards.
6) Supporting Museum operations, including event set and admin tasks as directed.
7) Maintaining records and statistics, and providing assistance to evaluate the community's use of the Museum on an ongoing basis to support any recommendations made to management, as appropriate.
8) Supporting the Team Leader Museum Curator in the development and delivery of training and communication to library and museum staff and volunteers concerning museum policies and procedures.
9) Provision of direct customer support across the Library & Museum network including weekend and night shift work. With regular work days being Tuesday to Saturday.
10) Implementing Council's WHS policy. Lead and support staff in addressing WHS issues in line with the policy.
11) Applying knowledge of equity, EEO, cultural diversity principles and ethical practices when dealing with staff and customers.
12) Follow Council's policies and procedures when carrying out work to ensure risks are managed. Report all incidents, risks and issues to Management on a timely manner.

Decisions made in the position:

1) General customer service decisions in line with established policies and procedures

Decisions referred:

1) Matters requiring escalation.

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Key issues/challenges:

1) Supporting continuous improvement in Library& Museum services, in cooperation with Museum Service team members and other staff.
2) Effective team participation, co-ordination and liaison with specialist staff in the provision of quality Museum services.
3) Engaging customers to provide a welcoming visitor experience.
4) Exhibiting flexibility and adaptability in a changing environment, taking responsibility for learning new skills and processes.
5) Maintenance support of public collections and resources.
6) Provision of quality customer services, training and communications.
7) Ensuring that day-to-day duties are completed on a timely basis and that arranged deadlines are met.
8) Implementing Museum policies and procedures.
9) Utilising resources within budget allocations and identifying potential cost savings through improving work processes and practices.

Key working relationships:

- Team Leader Museum Curator
- Coordinator Library Information and Heritage
- Museum staff
- Local Studies / Library Heritage team
- Casula Powerhouse Staff
- Library Programs & Outreach staff
- Community Heritage groups
- Community & Culture Directorate staff

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POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Higher School Certificate or equivalent.
- Class C Drivers Licence

Experience

- Experience working a customer service environment
- Demonstrated ability to participate as an effective team member

Knowledge and Skills

- Good written, verbal and interpersonal communication skills;
- Strong administration and customer service skills, including cash management, booking systems and problem solving.
- Confident use of digital / office technology and corporate business systems
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multicultural diversity

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Qualifications in Museum or Heritage services
- Qualifications or experience in Hospitality.
- Knowledge of and interest in Museum and Heritage.

LIVERPOOL CITY COUNCIL

LIVERPOOL THE GREAT SOUTH WEST

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Aspiring to do great things – for ourselves, our community and our growing city.

Our values:

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