

Rutland County Council

Job Description

Job Title:	Castle Visitor Assistant
Grade:	Scale 3 - £17,681 - £18,672
Department:	Places
Team:	Culture and Registration
Line Manager:	Castle Development Manager

Purpose of the Job:

To provide front of house and back office provision at the Castle as part of a rota covering evenings, weekends and at events

To undertake administrative and facility management duties, welcome and serve visitors, and deliver activities, providing a high standard of customer service at all times.

Key responsibilities:

- Ensure there is a high quality welcoming and inclusive service provided to users of Oakham Castle, both in person and online, sometimes as the sole member of staff on duty
- Ensure service security including locking, unlocking and alarming sites, use of CCTV and ensuring the safety of visitors, premises, stock and assets
- Undertake back office duties including managing deliveries and raising queries
- Use knowledge of heritage matters to deal with enquiries and requests for service, referring on to colleagues or other resources as appropriate
- Take cash and electronic payments, ensuring these are processed accurately
- Work with colleagues to create, develop and deliver engaging physical and online displays, activities and resources for service users
- Support Castle users to access digital resources
- Record service use and satisfaction levels, responding positively to customers and seeking to meet their needs where possible
- Participate and contribute to training programmes for staff and volunteers, including induction programmes.
- Undertake physical work including handling deliveries and stock, repairs and site cleaning.



This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post.

Person Specification

Qualifications	Educated to GCSE level or equivalent
Experience	Providing a high level of customer care Handling confidential information appropriately
Knowledge	<i>Knowledge of heritage matters would be useful</i>
Skills	Able to work as part of a team Good literacy and numeracy skills Excellent oral and written communication skills Able to deal with the public Able to work under pressure and prioritise appropriately Sufficient IT skills to work with spreadsheets, database and e-mail
Values	To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values. Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice. Flexible in working patterns to support Castle events and activities Able to work without direct supervision Some work will involve manual handling

