

Role Profile

Part A - Grade & Structure Information

Job Family Code	5PE	Role Title	Heritage Assistant
Grade	PS5	Reports to (role title)	Public Services and Volunteer Officer
		Directorate / School	Resources
JE Band	161-191	Service / Department	Cultural Services, Heritage Service
		Date Role Profile was created	Jan-26

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose	To contribute to a modern, efficient, effective and high-quality Surrey Heritage service by being part of the enquiries response team, researching original sources and local studies materials in order to produce the highest standard of responses to emails and letters from anywhere in the world, ensuring that the leisure, information and learning needs of anyone interested in Surrey's past can be met and that the service's frontline is accessible and welcoming to all customers in line with SCC customer care best practice. The role will ensure protection of the unique archives and local history collections by giving the public correct handling instructions and following agreed security procedures; it will help to ensure the public and Surrey County Council are not disadvantaged by breach of legal restrictions on access to sensitive records which are often closed to public scrutiny for periods up to 100 years; it will contribute to meeting annual income targets through effective promotion of our services and accurate financial procedures; it will help educate the public in use of e-service in all areas of our information provision and raise public awareness of the archives and local studies collections through exhibition work, and events, workshops and engagement activities
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Work Context

Surrey Heritage based at Surrey History Centre, Woking, is a nationally accredited, high quality integrated service for the people of Surrey and others throughout the County and worldwide with an interest in Surrey's past. The work is delivered through a number of strategic teams aligned with key professional areas and a number of operational cross-Heritage teams. It works closely with the other services in Cultural Services, part of the Customer, Culture and Transformation Directorate, in delivering the Council's strategic objectives.

The teams deliver and run the county archive service and local studies library; develop and deliver learning services and engagement activities to extend the diversity of people engaged in heritage; and deliver a full range of archaeological services and a programme of community archaeological projects. The post holder, working under the direction and supervision of the Public Services and Volunteer Officer, has a key role to play in a high-quality customer service at Surrey History Centre and providing added value to customers through volunteer and community led tasks and activities.

The role holder is always expected to be proactive, courteous, respectful and maintain a positive attitude towards staff, customers, senior managers, and community partners.

The role will be based at the Surrey History Centre in Woking and work an agreed rota. They will be required to occasionally work unsocial hours including evenings and planned weekends in order to carry out the functions of this role.

Line management responsibility
if applicable

This role will assist in the supervision of heritage volunteers.

Budget responsibility
if applicable

N/A

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Service Development</p> <ul style="list-style-type: none"> • Support and contribute where appropriate to the management or ongoing development of the service. • Raise awareness of the service by supporting relevant public relations activities. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan, organise and deliver allocated activities within agreed processes and frameworks. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May provide or support the delivery of chargeable services. <p>Work with others</p> <ul style="list-style-type: none"> • Provide advice and guidance to members of the public on specialist services. <p>People Management</p> <ul style="list-style-type: none"> • Assist in the induction of new staff and by sharing expertise and knowledge within the team. • May be required to supervise volunteer and work placements. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Maintain specialist archives, records or items relevant to the service area including supporting members of the public to access relevant services and information. • Maintain and input into relevant systems to ensure accurate and reliable information relevant to the service area. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Vocational Qualifications Level 2 or equivalent in relevant field. • Some knowledge of the specialist service area. • May be required to hold specialist skills relevant to the service area. • Good IT skills. • Able to manage own time effectively and identify priorities. • Good organisational skills with the ability to work effectively and flexibly as part of a team. • Ability to provide high standards of customer care. • Good interpersonal skills and able to provide a high standard of customer care. • Able to communicate effectively and politely with members of the public.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Experience of working in a Heritage or customer focussed environment delivering excellent frontline customer services • Experience of supervising or working with Volunteers • Experience of working with confidential information using a high level of sensitivity • Competent in a range of IT skills, particularly in the use of general and service specific software applications and databases, with the ability to support the public in using them • Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a diverse range of colleagues, volunteers, agencies and individuals • Ability to organise own workload and work with minimal supervision • Ability to solve problems and find creative solution to deal with day to day issues in a multi-tasking environment • Act as a Heritage service champion and show an interest in and enthusiasm for archives and Heritage work actively promoting the services core offers which includes, learning, information, health & wellbeing and digital services
Role Summary	<p>Roles at this level provide a service within a specialist area to deliver an accessible and welcoming front line service for members of the public and customers. Role holders will work under direction within clear procedures and best practice guidelines to support the day to day running of the service or department. They will be subject to supervision and will be expected to organise their own workload and prioritise within short, e.g. day-to-day timescales.</p>

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