

## History Centre Assistant

### Grade: 5

#### **Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

#### **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

#### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

#### **About the Service**

Archives and Heritage is part of the Economy, Infrastructure and Skills directorate within the Culture, Rural and Safer Communities service area, where our vision is to empower Staffordshire's communities to be active, creative, safe, and engaged within a rich cultural and natural environment.

The Archives and Heritage Service comprises Staffordshire and Stoke on Trent Archive Service, the William Salt Library and the County Museum Service. The Staffordshire and Stoke on Trent Archive Service is an accredited archive service administered and funded by Staffordshire County Council and Stoke on Trent City Council under a joint agreement. The William Salt Library is a charitable library managed by the Archive Service on behalf of the Trustees. The County Museum is an accredited museum funded by Staffordshire County Council and works in partnership with museums across the region as part of the Staffordshire History Network.

The service operates the Staffordshire History Centre in Stafford and Stoke-on-Trent City Archives in the Potteries Museum and Art Gallery in Hanley. The service also manages collection stores in Stafford and manages the William Salt Library collection at the History Centre on behalf of the William Salt Library Trust. A significant proportion of the County Museum's collection is on long term loan and display at Shugborough Estate. The Archive Service provides services for Staffordshire County Council in relation to its legal documents and archives.

The vision for the service is:

Connecting people to the collected stories and heritage of Staffordshire, Stoke on Trent and beyond.

The mission is:

To connect people to the memories of Staffordshire and Stoke on Trent, by engaging them with the collections we develop and preserve for current and future generations.

The key priorities for the service are:

- Acquiring, preserving and cataloguing collections relating to Staffordshire and Stoke on Trent.
- Promoting access, use and engagement with collections in person, remotely, online, and through outreach.
- Developing audiences to widen and increase engagement with collections.
- Working in partnership with the councils, depositors, users, volunteers, friends and stakeholders to deliver the service.
- Increasing and diversifying external funding to support the work of the Service.

## **About the Role**

The History Centre Assistant is part of our Public Service Team working directly with members of the public and volunteers. They are responsible for the supervision of the Research Room within the Staffordshire History Centre, welcoming visitors and dealing with any enquiries/orders both in person and via telephone and email and retrieving documents from our strongrooms for visitors.

## **Reporting Relationships**

**Responsible to: History Centre Manager**

**Responsible for: n/a**

## **Key Accountabilities:**

1. To be responsible for operating the History Centre including:
  - a. Supervision of the research room
  - b. Retrieval of items from strongrooms
  - c. Liaising with the volunteer coordinator over volunteer supervision of activity spaces within the Centre
2. To welcome visitors to the research room and assist with registration and appointment systems.
3. To assist with the supervision of the research room ensuring the security of the documents, microform and printed items in use by the public.
4. To answer general enquiries, to direct readers to sources of information; to deal with photocopying requests and the sale of publications.
5. Answer written enquiries and fulfil research requests under supervision of the duty professional according to procedures.
6. To carry out production and return of items from the History Centre strongrooms according to procedures. Under the supervision of the Collections Officers produce deeds for legal services staff.
7. To provide a high quality customer experience and support the delivery of events and activities at the Centre and offsite.
8. To support the service social media presence through research and creation of digital content.

9. To compile public service performance statistics relating to the Archive and Heritage Service for monitoring and reporting purposes.
10. Take part in the rotas for operating the public service points, events and outreach as required. This will include some evening and weekend working.
11. Take part in rotas to deliver a programme of events, talks, and outreach across the County and City. This will include some evening and weekend working.
12. To undertake such duties as may, on occasion, be required commensurate with the nature and grade of the post.

### **Other Information**

This post is designated as a casual car user.

The post holder will need to meet the travel requirements of the role locally.

This post has no political restriction.

### **Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

#### **Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

#### **People Management**

Engaging with People Management policies and processes

#### **Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.





The content of this Job Description and Person Specification will be reviewed on a regular basis.

## Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<b>Qualifications/Professional membership</b> <ul style="list-style-type: none"> <li>English and mathematics to GCSE/ “O” level or equivalent</li> </ul>	A
 	<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>Experience of working directly with the public</li> <li>Experience of working in an archive or heritage organization</li> <li>Demonstrate a high standard of literacy, numeracy and accuracy</li> <li>Experience of using family and local history sources</li> <li>Experience of using Microsoft applications</li> <li>Experience of using the internet particularly family and local history websites</li> <li>An interest in history</li> <li>An understanding of good customer care/visitor experience</li> </ul>	A/I A/I A/I A/I A/I A/I/T A/I A/I
	<b>Skills</b> <ul style="list-style-type: none"> <li>Good time management skills including the ability to organize work efficiently and to prioritise work loads</li> <li>Good team working skills</li> <li>Excellent interpersonal skills including a pleasant and tactful manner when dealing with the public either in person or on the telephone</li> <li>Good listening skills</li> <li>Ability to demonstrate a strong commitment to delivering a high quality public service</li> </ul>	A/I A/I A/I A/I A/I

	<ul style="list-style-type: none"> <li>• Ability and willingness to handle archives and objects which can sometimes be heavy and dirty</li> <li>• Ability to work at heights using ladders</li> </ul>	A/I/T  A/I/T
--	---	--------------------



\*If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting  
Talent & Resourcing Team 01785 278300