Grading
Job Description and Employee Specification

Job title: Casual Duty Manager (North Lincolnshire Museum)	**Service area**: Communities
Post number: LSPA 5296	**Division:** Culture and Creative Partnerships
Grade: 5	**Section/team:** North Lincolnshire Museum

Overall purpose of job:

To be responsible for the efficient and effective day-to-day operational management of the Museum and stores, to include: supervising the Museum Assistants, meeting visitors; dealing with security and maintenance; cleaning and supervising the public areas, and overseeing the retail functions.

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Main responsibilities:

1. To ensure the highest standards of customer care are maintained at all times. To staff the reception desk, deal with enquiries, and answer the telephone, as well as setting up rooms for meetings, and ensuring all equipment etc is working and ready.

2. To ensure adherence to Health and Safety legislation and codes of practice at all times, to ensure the safety of the public and staff. To include within the venues and stores; undertaking fire alarm tests, planned evacuations, and water checks, and general building checks and reporting any issues to Property Services and the Business Manager; as well as ensuring H&S around events and exhibitions within the venues and reporting issues to Managers.

3. To oversee the invigilation of the galleries, being responsible for the security of gallery exhibits and the building, including the locking and unlocking of the building at the beginning and end of the day.

4. To support and manage front of house staff to ensure the efficient and effective day to day operation of the venue, including the organising of staff rotas and staff cover etc.

5. To meet with building contractors and to ensure that they carry work out on site (venue and stores) to a high standard and in a safe manner.

6. To carry out minor electrical (changing light bulbs), plumbing (unblocking toilets) and decorative repairs (painting and filling walls) as when needed to keep the building operating at a high standard as well as during exhibition installations.

7. To ensure all hard surface paths and walkways etc, are free from litter and weeds.

8. To operate and monitors the boiler room and temporary heating equipment to, maintain appropriate temperatures, in line with the Council's Policy on energy conservation.

9. To be responsible for room hire and oversee the setting up of rooms for meetings, events or activities.

10. To be responsible for post and the delivery of leaflets within North Lincolnshire.

11. To maintain visitor attendance records, assist in carrying out recording of visitor surveys and provide performance reports.

12. To provide a sales service to the public, maintaining accurate stock records, sale and returns, cash and sales records. To carry out any admin in relation to this service.

13. To act as Senior Fire Warden on a regular basis.

Knowledge, skills and experience:

Excellent customer care skills
Experience of working with members of the public, especially families and children
Ability to manage staff and volunteers
Good numeracy skills for till work, cashing up, dealing with sales and returns and stock taking
Good practical skills – able to carry out basic maintenance eg, changing lightbulbs, unblocking toilets, painting walls etc.
IT literate (Email, Word, Excel)
Excellent communication skills, able to give clear information and instructions to staff, members of the public and contractors in the building
Ability to work alone and as part of a team
Have an understanding of the security and safety issues surrounding the public presentation of the visual arts and/or museum collections (as appropriate)
Good knowledge of health and safety
Ability to undertake basic cleaning

Ability to transport self around the area.

Creativity and innovation:

Liaising with other sections of the council, e.g. property services, health and safety etc as appropriate, to arrange repairs, arrange PAT testing, to discuss H&S issues etc, to ensure that the staff and customers operate in a safe environment and to council guidelines.

Designing rotas to ensure appropriate staffing levels dependent on events and day-to-day operations.

Dealing with room hire bookings to accommodate requests and maximise income
Setting up meeting rooms, events, activities

Development, preparation and delivery of informal learning activities

Contacts and relationships:

Colleagues in workplace – daily basis – liaising regarding staff rotas, staff meetings, information exchange, assisting with the installation of exhibitions
General public – daily basis - dealing with enquiries and complaints, shop sales, room hire
Colleagues from other directorates – information exchange, promotion of retail area and activities, attendance at meetings.
Suppliers –regularly– shop payments, ordering more stock, stock updates,

Decision making:

Responsible for decisions about operational issues on a day to day basis, discussing more complex issues with a manager when required.
Responsible for making decisions required to address customer service matters of an immediate nature e.g. refund of sales, calling emergency services for assistance etc.
Dealing with customer complaints, resolving to a satisfactory level
Weighing up the impact of building/equipment failure on customer service/safety of public
Preparation of staff rotas to ensure the venue runs smoothly and cost efficiently
Dealing with contractors, giving access to site and ensuring they carry out work safely
Deciding on transport arrangements – with Manager

Responsibility for resources:

Financial resources:

Shop and float - £400 week shared with 4 others

Donation boxes - £200 week maximum shared with 4 others

Physical resources:

Building – Responsible for the security of building, locking and unlocking.

Occasionally driving van, if required

WORK ENVIRONMENT

Work demands:

Fluctuating visitor numbers will occur, for example, it can be very busy during school holidays and Fun Days.

Dealing with interruptions from normal day-to-day work by telephone and face to face enquiries.

Dealing with returns and payments on a quarterly basis.

Physical demands:

Manual handling of exhibits during exhibition installation and dismantling, moving around in store rooms – monthly to six weekly

Manual handling of setting up rooms for meetings - weekly

Standing at reception desk and/or galleries - daily

Cleaning duties to include hoovering, mopping floors, cleaning toilets, cleaning glass cases and dusting – daily

Light gardening – weeding paving

Using ladders

Driving, if required. Periods of concentration whilst driving – North Lincolnshire only

Working conditions:

Working within North Lincolnshire Museum and occasionally in the Museum store

Weekend working

Some out of hour working for events and receptions

Work context:

Dealing with members of the public

Lifting and Manual Handling – training will be given

Working alone in building during opening and locking up

Working alone in gallery – panic alarms installed/all staff carry phone or radios.

Potential exposure to chemicals when cleaning toilets

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Position in organisation:

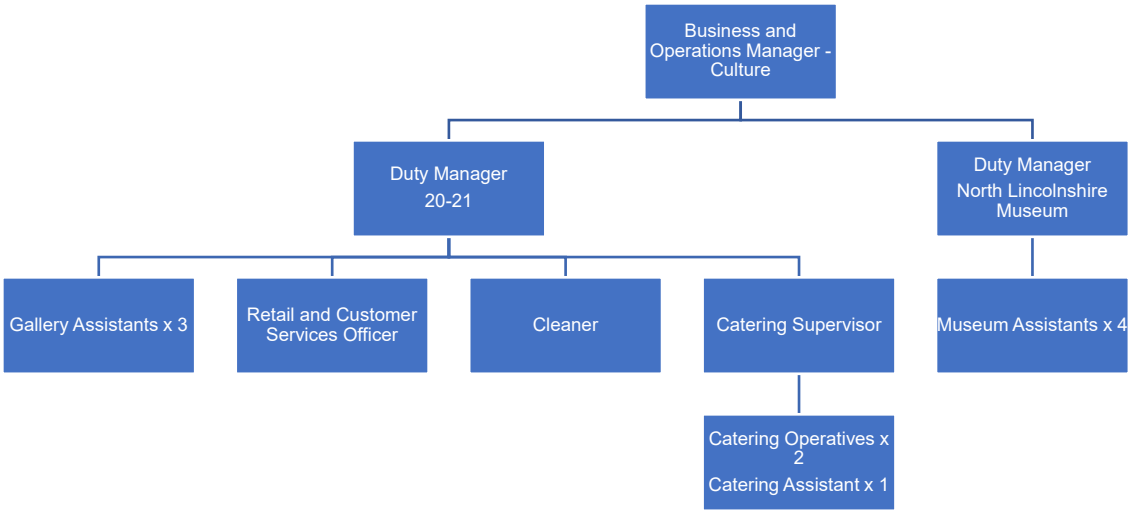
Indicate how many staff the post is directly accountable for: 4

Are posts in more than one location? ☐ No ☐
Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?
Yes ☐ ☐

Please indicate which post(s)

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Job Description Version Control	
Date evaluated	5.12.2019
Date updated	30.10.2026
Updated by (manager name)	Rebecca Leason
Checked by (HR name)	Marie MacBeath

Grading
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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Excellent customer care skills • Experience of working with members of the public, especially families and children • Ability to manage staff and volunteers • Good numeracy skills for till work, cashing up, dealing with sales and returns and stock taking • Good practical skills – able to carry out basic maintenance eg, changing lightbulbs, unblocking toilets, painting walls etc. • Good knowledge of health and safety	
Knowledge, Skills and Experience	**Interview**
• Excellent communication skills, able to give clear information and instructions to staff, members of the public and contractors in the building • Ability to work alone and as part of a team • Have an understanding of the security and safety issues surrounding the public presentation of the visual arts and/or museum collections (as appropriate • Ability to undertake basic cleaning	
Education, Training and Qualifications	**Original documents**
• IT literate (Email, Word, Excel)	
Working Arrangements	**Interview**
• Ability to transport self around the area • Regular weekend working and some evening work	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
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Knowledge, Skills and Experience	**Interview**
•	
Education, Training and Qualifications	**Original documents**
• Welcome Host training • Maths GCSE or equivalent qualification • English Language GCSE or equivalent • IOSH Health & Safety • Driving licence	

Grading
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Working Arrangements	Interview
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THE POST IS SUBJECT TO:	
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes ☐	**No** ✓
Political restriction	
Yes ☐	**No** ✓
The ability to speak fluent English under the Immigration Act 2016	
Yes ✓	**No** ☐

- Version Control

Author	HR Policy Team
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