

Role Profile

Cultural Services Assistant			
Reference No.	A3919	Type	Generic
Service	Fife Cultural Trust		
Job Family	Para-Professional 2	Grade	FC4

Purpose
To provide a friendly, customer-focused service for customers and for services users within Fife Cultural Trust (ONFife) integrated sites which include libraries, archives, museums and theatres.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Customer Care			
Acting as the primary point of contact for customers.	SVQ Level 2 or equivalent	✓	
	Standard Grade/National 4 or 5 in English and Maths or equivalent	✓	
	Customer Care Award/ Qualification	✓	
Responding to customer enquiries by a variety of methods - in person, on the telephone, by social media, email and online channels.	Customer service experience which includes using initiative to develop practical solutions	✓	
Helping customers with a wide range of queries, assisting them to access support via a wider range of channels such as onfife.com, Fife.gov.uk.	Able to deal with enquiries of varying complexity to meet the needs of the customer	✓	
Maintaining a high level of working knowledge of ONFife services and provide customers with information to maximise their use of ONFife venues, services and e-services.	Responsible team player attitude	✓	

E = Essential Criteria D = Desirable Criteria

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Highlighting services and stock based on customer needs.	Treats everyone with dignity, respect and fairness and without prejudice at all times	✓	
Providing recommendations and suggestions which would benefit customers.	Experience of dealing with challenging customers	✓	
Compiling relevant selections of books/information for community groups and housebound customers based on their needs.	Willingly adapts to changing responsibilities and activities	✓	
Responding to Family Research and Local History, Museums, Archives collections enquiries, including more complex enquiries.	Interest in reading and books and /or local history/ and/or art and culture	✓	
Assisting customers using the Public Access PC network.	Creative skills	✓	
Advising customers on the use of digital devices in relation to ONFife e-services.	Experience of working in a Gallery, Library, Museum, Theatre or Heritage venue with local / family history knowledge	✓	
Ensuring displayed information is maintained, current, and available in accessible formats.	Displays enthusiasm and commitment for providing excellent customer service	✓	
Providing support for visiting groups, including delivery of pre-prepared welcome and introductory talks.	Voluntary work	✓	
Communicate with customers at different levels.	Displays a pro-active approach to continuous personal development	✓	
Administration			
Carrying out basic customer research, e.g. paper-based or electronic customer surveys.	Good organisational and administrative skills	✓	
Collecting and Collate statistics as required.	Good Communication skills – written and oral	✓	
Maintaining stock, information displays, and activity spaces including tidying and replenishing.			
Creating imaginative and attractive displays of stock to appeal to customers.			
Assisting with the cleanliness of the site along with the stock, collections and any necessary repairs eg book repairs.			
Undertaking tasks associated with the role including reservations.			

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Technical			
Operating relevant ICT systems, including library, museums, box office, retail and Fife Council systems as and when appropriate.	Using ICT hardware and software, including Microsoft Office	✓	
Delivering basic skills ICT taster sessions and drop-in sessions as required.	Experience of handling objects and paintings		✓
Undertaking basic museum object handling and care.	Experience of Tier 1 services		✓
Assisting with preparation of gallery spaces for exhibition.			
Assisting with the unpacking, moving, installation, maintenance and removal of exhibitions.			
Reporting of any collection or display issues and the preservation of such items until issues have been resolved.			
Assisting with the delivery of Tier 1 Fife Council Customer Service pointing queries where this service is delivered from an ONFife library.			
Health, Safety and Security			
Maintaining confidentiality regarding customer details and manage library membership records in line with GDPR.	Understanding of confidentiality requirements and GDPR	✓	
Working in accordance with the FCT Health & Safety policy, procedures and guidance, in particular your responsibilities for health & safety, child protection and to report any accidents or incidents to ensure the safety of the customers and other building users.	Awareness of Health and Safety in the workplace	✓	
Maintaining a high level of security for collections and stock at all times through invigilation and operation of security systems and procedures.			
Taking action to report building repairs and faulty equipment, furniture and fittings to the appropriate supervisor to ensure a clean, safe and welcoming environment.			
Understanding of the correct use of tools and equipment and working at height in line with ONFife procedures.			
Providing branch cover to lone working sites.			

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Financial and Stock Management			
Cash handling and banking, including retail sales.	Experience of cash handling	✓	
Promotion and active upselling of all relevant trading items including tickets, stock, events etc.			
Stock maintenance, control, edit and rotation.			
Reporting any shortages, wastages, anomalies to the appropriate supervisor.			
Events			
Preparing the venue for, and help to staff, events and activities.	Confidence in leading activities for adults and/or children	✓	
Assisting and delivering FCT events following receiving full training.	Previous experience in delivering events		✓
Preparing and facilitating branch events led from a local level.	Tutoring in groups or one-to-one situation		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Regional Cultural Services Assistant			
Working on peripatetic basis providing cover as and when required throughout Fife	Ability to travel throughout Fife	✓	

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

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Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results