



Amgueddfa
Syr Henry Jones
Museum

Amgueddfa Sir Henry Jones
Y Cwm, Llangernyw, Abergele LL22 8PR



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The Sir Henry Jones Museum Trust is seeking to appoint a part time suitably qualified person to work for two years as a development officer on projects to secure its future. This post is funded by the Heritage Fund.

JOB DESCRIPTION

Job Title:	Museum Development Officer
Responsible to:	Sir Henry Jones Memorial Trust
Job Purpose:	To provide and supervise public-facing customer services at the Sir Henry Jones Museum, including the supervision of volunteers. To be responsible for reception and retail at the museum for 2 days a week. To make visitors welcome by meeting and greeting; carry out small grant applications; organise and supervise special events and to complete associated administration, accounts and day to day admin. To provide a flexible, friendly and efficient service and provide the highest standards of customer service and safety for all visitors to the museum. To assist in maintaining the security and safety of the museum and its collections.

The post holder will be expected to undertake the following. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

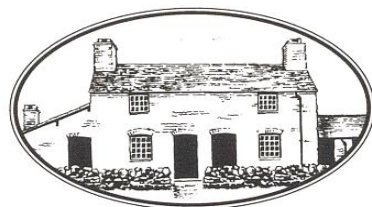


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Principal Accountabilities:

1. To undertake reception duties and engage with visitors to the Sir Henry Jones Museum. Provide a welcome environment and enjoyable visitor experience. To be inclusive and provide a bilingual welcome.
2. To answer visitor enquiries and provide information about the museum e.g. collections, opening times, directions, events and learning services.
3. To undertake volunteer recruitment and rotas of volunteer helpers.
4. General administration including: selection, ordering and visual merchandising of stock for the museum shop and online sales to maximise income; maintaining records and stock taking; raising and processing invoices; preparation of banking; and the operation of petty cash and keeping written accounts.
5. To ensure the Museum is clean and tidy and fully operational.
6. To reach benchmarks outlined in VAQAS accreditation
7. To complete small grant applications to raise much needed funds for events, activities and the upkeep of the museum garden.
8. To supervise volunteers and work placements as appropriate, including inductions, training, appraisals, and emergency evacuation procedures. To motivate all volunteers and promote high level of customer service.
9. Under the direction of the Trust, to assist with the promotion and publicity of the museum to potential visitors, both actual and virtual, and to maintain a database of contacts in compliance with the Data Protection Act.
10. To record, monitor, review and report on the performance of visitor numbers to the museum and for special events and gather data needed for Heritage Fund reports.
11. To act as a key-holder.



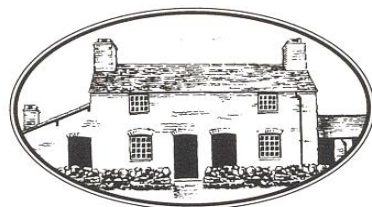
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12. To contribute to the programmes and activities of the museum and undertake any other relevant duties as required by the Trust and to work alongside the Museum Consultant creating a business plan and achieving accreditation as well as contributing to a re-branding exercise.
13. To maintain positive and collaborative relationships with Conwy County Borough Council's Museum Officer with other teams within CCBC and relevant external stakeholders, locally, regionally and nationally.
14. To implement the Sir Henry Jones Trust's Diversity, Welsh Language and Safeguarding policies in all aspects of employment and service delivery.
15. To contribute to Health & Safety Policies and Procedures and associated Risks Assessment for events To follow set procedures for the safety and security of all who use the museum site and its exhibits & collections in order to prevent theft, vandalism or damage.
16. Liaise with Incredible Edibles Conwy and secure further funding to maintain their input leading activity and advising volunteers into what needs to be done in the garden.

PERSON SPECIFICATION

ITEM	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
QUALIFICATIONS	Numerate and literate to GCSE (or equivalent) in Mathematics and English DBS	Recognised First Aid Certificate (Current)	Application Form
TRAINING	Volunteer supervision, inductions and training	A record of working to best practice Operated Alarm Systems	Application Form and Interview



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	Worked in a retail environment, operated electronic tills and handled cash. Excellent customer service skills Experience of working in a customer facing environment		
SPECIAL KNOWLEDGE	A basic understanding of Health and Safety regulations Broad understanding of historical context of the life of Sir Henry Jones and the Museum collections	Worked in a cultural environment. Awareness of cultural organisations within Conwy Understanding of VAQAS Scheme, Awareness of Museum Emergency Plans for collections	Application Form and Interview
PERSONAL APPTITUDE	Excellent communication and interpersonal skills with an ability to relate well to museum, user groups, volunteers and colleagues. Efficient, well organised and thorough	Understanding of vulnerable children and adults	Application Form and Interview



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	Ability to work without direct supervision, using initiative. Team player Ability to encourage volunteers and provide direction Flexible, 'can-do attitude', approachable and positive disposition Commitment to delivering high quality services. Advocate of the Sir Henry Jones museum		
PRACTICAL AND INTELLECTUAL SKILLS	Excellent communication and organisational skills Competence in the use of Microsoft Word, Outlook Basic finance administration and report writing.		Application Form and Interview
EQUALITY	Committed to Equal Opportunities and anti-discriminatory practice	Ability or willingness to provide a Welsh welcome to visitors	Application Form
OTHER REQUIREMENTS	Good attendance record.	Holds a current drivers licence.	Interview,



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	No adverse criminal record Right to work in the UK Ability and willingness to work occasionally outside normal working hours as required. Be physically able to undertake the role which includes climbing stairs.		References
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IMPORTANT

THE REHABILITATION OF OFFENDERS ACT

The provisions of the Rehabilitation of Offenders Act relating to the non-disclosure of spent convictions do not apply to this job. You must therefore disclose whether you have any previous convictions on the application form.

If successful, you will also be required to apply for a Criminal Record Check.

Applications should be emailed with a covering letter to;
The SHJ Trust
Email: Trust Secretary
Holly.Evans@denbighshire.gov.uk