



## Operations and Volunteer Officer

**Brief Description of Job:** To be responsible for the opening, closing, security, and health & safety of the Keswick Museum building. To provide a warm welcome to all museum visitors, ensuring an exceptionally high standard and consistent level of customer care and safety to all. To co-ordinate volunteer activities and be their primary point of contact within the organisation.

**Responsible to:** The Operational Manager

**Responsible for:** All Volunteers

**Hours of work:** 0.8 FTE

09.00 – 17.00 with a 30-minute lunch break, taken on site at weekends.  
Occasional out of hours working will be required.

**Salary:** £10.61 per hour / £20,690 pro rata

**Contract Type:** 12 months initial fixed term

### Main Duties and Responsibilities:

#### Operations

- To be a keyholder for Keswick Museum and to have responsibility for security, fire prevention, and Health and Safety within, and for the building during working hours.
- To give a full report to the Operations Manager on the week's activities, including visitor and financial information.
- To be responsible for opening, locking up and setting security systems as duty officer.
- To be responsible in an emergency for contacting emergency services and other keyholders, and if necessary for the safe evacuation of the building following set procedures.
- To support volunteers in providing a warm welcome to all visitors and ensure service delivery standards are consistently high. Provide accurate information in a friendly, helpful and approachable manner.
- To follow cash handling and cashing up procedures.
- To re-stock the shop as necessary, carrying and lifting boxes of books etc.



- To help to maintain a clean, attractive museum throughout the public areas, and reporting maintenance issues immediately to the Administrator.
- To work with other members of staff, trustees, volunteers and our partners e.g. café, ensuring good communication by phone, email and face to face.
- To assist with preparing for tours and engagement activities, such as setting up rooms, as required.
- To ensure that the premises, plant and equipment at the Keswick Museum are in a proper working, safe, tidy, clean and secure condition, as far as reasonably practicable, and to take appropriate remedial action including reporting to the Operations Manager any specific problems, which are likely to endanger the building, the collections or any person.
- To deal with enquiries and complaints, from members of the public, user groups and other sources, referring such matters to the Operations Manager where necessary.
- To assist the Learning and Engagement Officer in the collection of audience evaluation through completion and analysis of market research with visitors and other occasional work associated with this.
- To support marketing activities through content creation.
- To attend additional occasional staff training sessions as required and, where possible, to cover staff holidays in addition to usual hours.
- The post-holder may be required to undertake other duties which may be reasonably requested by the Operations Manager, and which are compatible with the overall scope and authority of the role.

### **Volunteers**

- Recruit new volunteers according to organisational need, in agreement with the Operational Manager.
- Arrange and conduct initial volunteer chats to explain roles available and understand their motivations and any support requirements.
- Ensure all new volunteers complete the induction process.
- Meet with new volunteers to check role is working for them in first 4-8 weeks.
- Have annual catch-up meetings with all volunteers to ensure that they are comfortable in their role and identify areas for personal development.
- Update volunteering paperwork and processes as required.



- Be the primary point of contact within the organisation for all volunteers – including rotas, training and pastoral care.

**Additional Requirements:**

1. To adhere to KMAG Management Ltd's policies. (Keswick Museum & Art Gallery Management Ltd)
2. To co-operate with and support KMAG Management Ltd's corporate procedures and initiatives, including appraisal and staff training and development.
3. To contribute to the environmental sustainability of the organisation, actively working to reduce the museum's carbon footprint.
4. To support the income generation aims of KMAG by being responsive and embracing new ways of working
5. To work flexibly to deliver KMAG's Forward Plan. The post holder will promote best value, excellence in customer service, a focus on continuous improvement and the promotion of these within the context of equality of opportunity and cultural diversity.
6. To promote best practice in meeting the requirements of Health & Safety legislation and to comply with other relevant statutory legislation and KMAG policies.
7. To at all times, treat the museum's customers and KMAG colleagues with politeness, respect and consideration.
8. To respect the confidentiality of information discussed within the organisation, maintaining discretion and loyalty to KMAG at all times.

**This post will require a DBS check**

## Person Specification:

*All Criteria are essential, unless stated as desirable (D)*

<b>Criteria</b>	<b>Competency</b>
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE or equivalent in English and Mathematics</li> <li>• Emergency First Aid at Work Certificate (D)</li> </ul>
<b>Experience, Knowledge &amp; Understanding</b>	<ul style="list-style-type: none"> <li>• Experience of customer care in a forward-facing role</li> <li>• Retail experience including merchandising and cash handling (D)</li> <li>• Experience of recruiting, training and supporting volunteers (D)</li> <li>• Experience or knowledge of working in cultural, heritage, arts or charity sectors</li> <li>• Working in a museum or other visitor attraction environment (D)</li> <li>• Working as duty officer with keyholder responsibilities (D)</li> <li>• Knowledge of Health and Safety, the Equality Act and Safeguarding legislation (D)</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent customer service</li> <li>• Attention to detail</li> <li>• Organised</li> <li>• Strong communicator and active listener</li> <li>• IT literate including MS Office</li> </ul>
<b>Personal Qualities &amp; Commitment</b>	<ul style="list-style-type: none"> <li>• Capable of working under pressure and confident dealing with difficult situations in a calm and confident manner</li> <li>• Physically able to carry out the manual handling of equipment and shop stock</li> <li>• Willing to accept responsibility and use initiative within given guidelines</li> <li>• Ability to work creatively and flexibly in a small team, supporting colleagues</li> <li>• Confident to be able to work as a Lone Worker</li> <li>• Empathetic and approachable</li> </ul>
<b>Other Factors</b>	<ul style="list-style-type: none"> <li>• Flexible approach to working hours</li> <li>• Enhanced DBS</li> <li>• Understanding of and commitment to Equality, Diversity and Inclusion</li> </ul>