

## Important Information about the Job



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| <b>Job Title</b>                            | Archives & Local Studies Assistant  |
| <b>Salary</b>                               | £19,100 per annum, paid on a pro rata basis.  |
| <b>Location</b>                             | Devon Heritage Centre, Great Moor House, Bittern Road, Exeter, EX2 7NL  |
| <b>Hours of Work</b>                        | The working week is 22.5 hours, Tuesday to Thursday. The post will include occasional weekend and evening work, for which time off in lieu will be given.                             |
| <b>Contract</b>                             | Permanent.  |
| <b>Probationary Period</b>                  | The Trust has a standard probationary period for all employees of six months.   |
| <b>Leave</b>                                | The annual leave entitlement for this position is 23 days per year on a pro rata basis. Public holidays are additional to the annual leave.   |
| <b>Notice Period</b>                        | During the probationary period, the notice required is one week. Following completion of the probationary period, notice required is one month from either the employee or the Trust. |
| <b>Disclosure and Barring Service Check</b> | A Disclosure and Barring Service (DBS) check is not required for this position.   |

## Job Description

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| <b>Job Title</b>              | Archives & Local Studies Assistant   |
| <b>Reports To</b>             | Archives Engagement Manager  |
| <b>Team</b>                   | Devon Archives & Local Studies (Devon Heritage Centre)   |
| <b>Job Purpose</b>            | <p>To provide an effective and efficient front-line heritage service dealing tactfully and politely with a wide range of people.</p> <p>To facilitate access to archive and local studies collections and to provide assistance and advice to people using the service.</p> <p>To ensure the integrity and security of the archives and the local studies material that are in use.</p>  |
| <b>Working Relationships</b>  | <p><b>Internal:</b> All staff and volunteers.</p> <p><b>External:</b> SWHT partner organisations, members of the public, representatives of other organisations, and suppliers.</p> <p>Has contact with a wide range of people and is responsible for delivering an efficient and customer-friendly service, requiring diplomacy, tact, and a good knowledge of archive collections and the services provided. Has contact with representatives of other agencies, community groups, etc., to receive bookings, or to assist with the arrangements for public exhibitions.</p> <p>May be asked to demonstrate procedures to new members of staff, volunteers or work placement students.</p> |
| <b>Additional Information</b> | <p>This is a public facing role with the need for regular and positive contact with people using the service, by phone, email and face to face.</p> <p>The role includes occasional weekend and evening work.</p> <p>On occasion the post holder may be required to work at another site, e.g. Somerset Heritage Centre, or a community venue.</p> <p>The job involves regular periods of standing, with bending, lifting and the use of ladders (e.g. while shelving or moving stock (e.g. while shelving, moving stock or retrieving documents).</p>   |

## Key Responsibilities and Tasks

1. Advises visitors to the Heritage Centre on available archives and local studies material and produces items from the storage areas for consultation in the public searchroom. Responds to enquiries received by email, post and telephone and passes specialist enquiries on to more senior staff. Gives assistance to members of the public with the use of IT and other equipment to answer their enquiries, e.g. internet searches.
2. Administers and invigilates the use of unique archive research materials in the searchroom, ensuring that the security of documents is maintained at all times. Contributes to the security of the stock and the building. Maintains records of visitors. Deals with comments or complaints from the public and refers those of a more serious or complex nature to a more senior member of staff.
3. Produces and returns documents to secure storage following strongroom procedures to ensure the security of documents is maintained at all times. Assists with collection management tasks including boxing, labelling and locating new accessions of archives or books and updating database entries as appropriate.
4. Keeps the searchroom tidy and in good order and maintains equipment in good working order. Reports faulty equipment to the appropriate member of staff. Shelves returned items, checks and reports on the condition of holdings, packages and stores items following appropriate standards and procedures.
5. Greets visitors in reception on a rota basis, registers new researchers, logs and processes enquiries.
6. Assists with the processing of orders for digital copies of items which are requested via the Research Service and provides photocopies, printouts, photographs and digital images in the searchroom.
7. Maintains and updates user information and collections data on databases. Assists with processing stock and statistical counts. Carries out various filing duties.
8. Assists with occasional opening and closing the Heritage Centre, including operating security alarms, building checks (lighting, heating, etc.), and preparing equipment for public sessions.
9. Takes and receipts money (by cash or card payment) from fees and sales.
10. Upholds the working values and expectations of the South West Heritage Trust.
11. Carries out other duties relevant to the post as reasonably required by their line manager.

## Person Specification

| To succeed in this role you will need to demonstrate: |   |  |
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|   | <i>Essentials</i>   | <i>Desirables</i>  |
| <b>Qualifications</b>                                 | NVQ Level 3 / A level or equivalent.<br><br>Good general education.   | Customer service training.   |
| <b>Experience</b>                                     | Experience of working in a public-facing role and providing a high standard of customer care.<br><br>Ability to work flexibly in a team.  | Interest in the work of a county record office.                                  |
| <b>Skills/Knowledge</b>                               | Excellent administrative and organisational skills.<br><br>Computer literate, with experience of using Microsoft packages including Word and Excel, and of using databases.   | Knowledge of and/or interest in archival sources.<br><br>Palaeographical skills. |
| <b>Attributes</b>                                     | Positive attitude and excellent communication and interpersonal skills.<br><br>Ability to manage your time effectively and meet deadlines.<br><br>Attention to detail.<br><br>Able to demonstrate the ability to remain calm under pressure.<br><br>Able to demonstrate motivation to deliver a public service.<br><br>Able to work flexible hours as required. |  |