

## JOB SUMMARY

|                     |                               |                  |           |                                |                |                         |             |
|---------------------|-------------------------------|------------------|-----------|--------------------------------|----------------|-------------------------|-------------|
| <b>Post Title</b>   | <b>Searchroom Assistant</b>   |                  |           |                                |                |                         |             |
| <b>Job Family</b>   | <i>Service Delivery</i>       | <b>Pay Range</b> | <i>04</i> | <b>Line Manager to others?</b> | <b>Yes /No</b> | <b>Role profile ref</b> | <i>SD04</i> |
| <b>Service Area</b> | <i>Record Office</i>          |                  |           |                                |                |                         |             |
| <b>Line Manager</b> | <i>Simon Dear</i>             |                  |           |                                |                |                         |             |
| <b>Location</b>     | <i>Hillside Record Office</i> |                  |           |                                |                |                         |             |

**Job Purpose**

To welcome Record Office users into the Searchroom, help them to navigate catalogues and finding aids, both physical and online, and to assist them in becoming independent researchers. Maintain stewardship of historic records by recording document movements and maintaining order in the strongrooms and Searchroom.

To promote the Record Office and Heritage Service to the local community primarily in the Searchroom, and work with volunteers to improve accessibility to collections held in the Office.

- Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)**
- Assist customers with Family and Local History enquiries using the resources of the office and online.
  - Retrieving boxes from the strongroom and issuing documents to customers in the public searchroom in line with established procedures. Ensuring that documents are handled appropriately and maintaining the security of historical records through invigilation.
  - Gather document movement and visitor information in spreadsheets for security and benchmarking purposes.
  - Take money from customers for printing, copying, camera licences or book sales
  - Answering enquiries in person and where necessary by phone and email.
  - Improve the accessibility of records by working with volunteers in the searchroom and assisting with research guides and learning activities in the office or off-site.
  - Ensure the Searchroom is tidy and welcoming, and the catalogues and books are and accurately displayed

| <b>Knowledge, Skills and Experience</b>  |  |                  |                  |
|--|--|------------------|------------------|
| <b>Role Profile requirements.</b>  | <b>Job specific examples.</b><br>(if left blank refer to left hand column)   | <b>Essential</b> | <b>Desirable</b> |
| Reliable, responsible.   | <i>Able to be a good team member</i>   | <b>E</b>         |                  |
| Awareness and understanding of the customer's needs.   | <i>Excellent customer focus, ability to handle difficult situations</i><br><br><i>Willing to answer public enquiries and assist with heritage learning activities.</i>     | <b>E</b>         |                  |
| Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues. | <i>A range of experience in following established procedures when working in a public facing or heritage environment.</i><br><br><i>Understanding the role of Archives</i> | <b>E</b>         | <b>D</b>         |
| Safe and competent use of relevant equipment / tools.  | <i>Using software to Document movement control procedures and promote service resources</i><br><br><i>Research and information management skills</i>                       | <b>E</b>         | <b>D</b>         |
| Knowledge of relevant health and safety procedures.  | <i>Experience of safe manual handling procedures</i>   | <b>E</b>         |                  |

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|  |  |                  |                  |
|--|--|------------------|------------------|
|  | <i>Safety and security of buildings, equipment</i>                                 | <b>E</b>         |                  |
| Ability to communicate clearly to build trust both one to one and with groups.                           | <i>Willingness to work with volunteers</i>   | <b>E</b>         |                  |
|  | <i>Promoting the Record Office to local communities</i>                            | <b>E</b>         |                  |
| Ability to follow processes, carry out and review procedures, record and monitor information accurately. | <i>Take responsibility for maintaining document monitoring and visitor records</i> | <b>E</b>         |                  |
|  | <i>Take responsibility for cash handling</i>                                       | <b>E</b>         |                  |
| Basic literacy and numeracy.   | <i>Broad general knowledge</i>   | <b>E</b>         |                  |
|  | <i>Interest in local and family history</i>  | <b>E</b>         |                  |
| Practical knowledge of ICT systems.  | <i>Knowledge of MS Excel</i>   | <b>E</b>         |                  |
| Able to maintain accurate records as and when required.  |  | <b>E</b>         |                  |
| <b>Qualifications</b>  |  |                  |                  |
| <b>Role Profile requirements.</b>  | <b>Job specific examples.</b><br>(if left blank refer to left hand column)         | <b>Essential</b> | <b>Desirable</b> |
| May require relevant certifications including evidence of fluency in English language.                   |  | <b>E</b>         |                  |
| GCSE level qualifications or equivalent experience   | <i>5 GCSEs or equivalent, Grade C or above, including English and Maths</i>        | <b>E</b>         |                  |
| <b>Other Requirements</b>  |  |                  |                  |
| <i>European Computer Driving Licence or relevant experience</i>  |  |                  |                  |
| <b>Organisation Structure (optional)</b>   |  |                  |                  |