

Job Description

Job title	Casual Archives and Local Studies Assistant
Directorate	PLACE : Regeneration, Culture and Environment
Division	Culture and Community
Range	MPR 1
Reports to	Medway Archives Centre Manager

Main purpose of the job:

To assist with the provision of an effective Archives and Local Studies Services by helping the public to use the resources held at Medway Archives Centre and to deal with written, telephone, and face to face enquiries.

To assist with the day to day running of the Medway Archives Centre and to assist with events as required. To retrieve materials for researchers and archives customers under supervision.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Deliver a broad range of frontline customer service activities for the Medway Archives Centre and other council services, and respond to customer enquiries from a diverse range of residents and visitors across a range of formats in order to ensure that customers can access services with a consistent level of service.

Support colleagues in the provision of a vibrant, welcoming and open research service, including retrieving relevant materials for appointments in order to ensure that customers can access archives with a consistently high level of service.

Support the delivery of a wide range of archives and local studies events and outreach activities for all ages and groups in order to encourage public engagement with archives and local studies.

Maintain a working knowledge of current developments in the heritage field relating to Medway Archives Centre to ensure that a high level of customer service is offered to all Archives customers.

Support the public in accessing Archives and Local Studies resources to ensure that a high level of customer service is offered to all Archives customers.

Levy fees and charges from the public with a high degree of accuracy in order to ensure that payments for council services are rendered accurately and correctly.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Archives Centre Manager.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at Medway Archives Centre`, although they may be expected to work at any location across Medway.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

- A good standard of general education with a minimum of 5 GCSEs or equivalent level 2 qualification, including Maths and English at grade 4-9
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Knowledge

- Basic knowledge of history resources
 - An awareness of confidentiality, GDPR Legislation and Data Protection procedures.
 - An awareness of equality, diversity and inclusion
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Experience

- Interest in history and local studies, demonstrated by courses taken and/or extracurricular activities.
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Skills

- Proficient in the use of Microsoft Word, Excel, Teams and Outlook
- Able to work at height and to manoeuvre archive material using the correct equipment with assistance if required as a reasonable adjustment.
- Able to complete a range of tasks with a high degree of accuracy such as data entry, mathematical calculations and cash/card payment handling
- Good team working skills