

JOB DESCRIPTION

Job Title:	Heritage Facilitator
Grade:	SCL Grade 3
Responsible to:	Front of House Duty Manager
Location:	Ordsall Hall
Hours of Duty:	Monday, 9.30am – 4.30 pm

Primary purpose of the job:

To deliver history and art based learning sessions for schools, group tours and holiday activities at Ordsall Hall as their main base. Heritage Facilitators may also be asked to work at Salford Museum and Art Gallery on occasion as part of the wider learning team.

To work as part of the front of house team, providing a consistently high level of customer engagement to visitors at Ordsall Hall / Salford Museum and Art Gallery

Main Duties and Responsibilities:

1.	To deliver learning programmes for schools and tours for groups
2.	To dress in period costume and interpret the museum for visitors and groups, sometimes in character
3.	To undertake the delivery of engagement programmes for visitors including holiday and weekend activities and workshops
5.	To assist with the preparation for school visits including developing and preparing equipment and materials.
6.	To undertake reception and shop duties (including managing a till), café duties as required, answer general enquiries, sell merchandise and issue receipts.
7.	To provide practical support, help and information to individual visitors, schools and other groups visiting Ordsall Hall as required. To be the first point of contact for all enquires, comments and complaints received and deal with them appropriately.
8.	To provide practical support to the Learning and Engagement team, Exhibition and Collection teams.
9.	To assist with the setting up of events, meetings, weddings and other functions
10.	To undertake the delivery of events and activities for visitors.
11.	To invigilate galleries and communicate the nature and content of exhibitions to visitors
12.	To accept that everyone has a right to their distinct identity. Treating everyone with dignity and respect, and ensuring that customer feedback is valued and fed back into the

	organisation.
13	You will be required to work flexibly between Ordsall Hall and Salford Museum and Art Gallery subject to service requirements
14	You may be required to work early morning, evening and weekends which you will be recompensed for if you are asked to work additional hours.
15.	To carry out emergency evacuation procedures, including fire safety and Personal Emergency Plan regulations and adhere to Health and Safety requirement
16.	To ensure that security at Salford Museums is maintained to the highest possible standard, including exhibitions, collections and personal security of visitors
17.	To ensure that Museum buildings and exhibits are cleaned to an agreed standard and report any repairs/hazards to the relevant member of staff.
18.	To be a keyholder as required
19.	To undertake such additional duties as are reasonably commensurate with the level of this post.
Corporate Responsibilities	
1.	To ensure high levels of professional conduct at all times, with particular reference to punctuality, dress, presentation and administration.
2.	To ensure that customer care is the major priority for service provision.
3.	To ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Salford Community Leisure.
4.	Considerable importance is attached to the public relations aspect of all work undertaken by Salford Community Leisure staff. It is expected, therefore, that the post holder will at all times project to the public the image of Salford Community Leisure as being keen to assist wherever possible, and positively promote the work that SCL does across its various services
5.	SCL expects all its employees to have a full commitment to the SCL's Equal Opportunities Policy and acceptance of a personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of SCL.
6.	To ensure all information received and disseminated, whether verbal or written, concerning all employees, prospective employees or clients, is treated in the strictest confidence, and that all such information held is regulated and controlled in a similar manner
7.	To act at all times with due regard to Salford Community Leisure's Health and Safety Policies and related Codes of Practice

Review Arrangements

The details contained in this Job Description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required, and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, SCL will expect to revise this Job Description from time to time and will consult with the postholder at the appropriate time.

Date, Job, & Description Prepared/Revised: Feb 2024

Prepared by: Naomi Lewis

Agreed by Post holder: