

JOB DESCRIPTION

Post Title: Archives Assistant		Service: Northumberland Archives		Office Use
Grade: Band 2		Workplace: Northumberland Archives- Woodhorn		JE ref: 3281
Responsible to: Senior Archives Assistant		Date: February 2017	Manager Level:	
Job Purpose: To support the efficient operation of the Northumberland Archive by engaging, welcoming, orienting and registering Northumberland Archive Users. The postholder will support users to use a range of facilities on site, including search tools, retrieval and payment of archive material and ensuring that user experience is high quality.				
Resources	Staff	No direct responsibility.		
	Finance	No direct responsibility.		
	Physical	Will be required lift, bend and carry using allocated equipment and tools in accessing records in the storage facility.		
	Clients	Dealing with members, the public and partner organisations, to support users to access and maximise the use of various on site Archive Services.		
Duties and key result areas: <ol style="list-style-type: none">1. Engage, welcome, orientate and register Northumberland Archive Users.2. Collect and return archive materials to and from storage3. Become familiar with the variety of sources available to provide advice and guidance to searchroom users with diverse enquiries.4. To have a particular knowledge of family history research in Northumberland.5. To answer telephone and basic email enquiries.6. To assist with outreach activities including social media.7. To undertake basic research enquiries under the supervision of more senior members of staff.8. To prepare the public area for users prior to opening and to close it down again at the end of the day.9. To undertake basic digitisation and photocopying duties10.To handle archival material appropriately and advise users how to do the same.11.To input, maintain and retrieve information from a CALM cataloguing database as well as other standard Office spreadsheets.12. To produce summary box lists of material and undertake other basic listing tasks under supervision from Northumberland Archives staff.13.To repackage documents to appropriate Archival standards.14.To conduct tours of groups in both the public areas and ‘back of house’.15.To provide one-to-one mentor support to members of the public as required.16.To process till payments and cash up searchroom takings.17.To assist with the processing of new deposits of records both on and off-site.18.To assist with outreach activities including social media provision.19.To participate in the identification of personal training and development needs and to make full use of all training and development				

opportunities.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Physical requirements:	Involves long periods on feet, some ladder work and lifting and carrying.
Transport requirements:	May involve travel to other sites or training venues throughout the County and possibly further afield on occasion.
Working patterns:	Normal office hours but flexi-hours may apply if colleagues provide cover. Possible attendance at weekend and evening events.
Working conditions:	Mainly indoors

PERSON SPECIFICATION

Post Title:	Service:	Ref:
Essential	Desirable	Assess by
Qualifications and Knowledge		
	A knowledge of Northumberland's history An active interest in and knowledge of Family History An understanding of the role of Archives	
Experience		
Proven ability to work as part of a team At least 1 years' experience of working in a customer service environment	Experience of public speaking, tour or education provision Experience of archive/collections work Experience of cash till operation/cashing up.	
Skills and competencies		
Good level of numeracy and literacy skills Good written and verbal communication skills Word processing, inputting and computer skills Excellent customer care skills	A strong attention to detail	
Physical, mental, emotional and environmental demands		
Need to maintain general awareness with lengthy periods of enhanced concentration. Need to work long periods standing. Lifting and carrying required. Working with ladders to retrieve items from high shelving.	Appreciation of Data Protection issues. Ability to deal sensitively with confidential and emotive material and the people wishing to access it.	
Motivation		
Dependable, reliable and keeps good time. Proactive and achievement orientated Committed to providing a high level of customer care Works with little direct supervision. Ability to remain calm in difficult situations Ability to manage time and prioritise workload	Models and encourages high standards of honesty, integrity, openness, and respect for others. Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued	
Other		
Able to meet the transport requirements of the post Prepared to work flexible hours including evenings and weekends Prepared to work extra hours if required		