



Job Description

Post title	Support Worker	Grade	3
Department	Cultural Services	Post ref	CLT25

Overall job purpose

Responsible for the management and delivery of the Better By Change project which aims to improve the representation of people with disabilities in our Cultural Services museum collection, workforce and visitors. This includes managing and supporting people with disabilities taking part in work placements and volunteering.

Reporting relationships

Reports to:	Museum Curator
Responsible for:	Work Placements Volunteers

Key tasks and responsibilities – post specific

To recruit and manage volunteers and temporary posts as required in line with the Volunteer, Work Experience and Placement Plan

To develop and deliver training plans in collaboration with appropriate colleagues

Manage and implement the Better By Change Programme and associated budgets as detailed in the Activity Plan.

Engage with formal local community networks and groups to widen participation in the museum and strengthen relationships between the museum and the local community

Contribute to the marketing of volunteering, placements and community initiatives to raise public awareness and increase participation

To offer onsite specialised support to the volunteers, work placements with disabilities and the wider team

Make recommendations and improvements to operations, administration and strategy to make Cultural Services more inclusive and relevant for people with disabilities

Key tasks and responsibilities – corporate

Operate according to the Council's corporate values and codes of behaviour.

Ensure that at all times all Health & Safety legislative requirements are met; that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities are effectively implemented and monitored.

Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.

Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.

Comply with all relevant Council policies and procedures including code of conduct, financial regulations, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures including undertaking relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

Manage and / or use resources in ways that ensure value for money and support the commercialism agenda.

Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Employee signature

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

Employee signature:		Date:	
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Person Specification

Competencies

Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.

Competency framework relevant to the post:	Employee / Leadership Level 1 / Leadership Level 2 / Leadership Level 3 (delete as applicable)
Assessment	
Seeing the big picture	Employee
Changing, learning and improving	Employee
Communication	Employee
Team working	Employee

Skills	Essential / Desirable	Assessment
Warm and approachable manner	Essential	Application Form / Interview
Ability to communicate clearly with a wide range of people including those with complex needs	Essential	Application Form / Interview
Problem-solving skills and the ability to adapt and act accordingly to situations	Essential	Application Form / Interview
Ability to remain calm under pressure	Essential	Application Form / Interview
Ability to work independently with minimal supervision	Essential	Application Form / Interview

Knowledge	Essential / Desirable	Assessment
Understanding of relevant legislation relating to disabilities and equality	Essential	Application Form / Interview
An understanding of how to support others to learn new skills	Essential	Application Form / Interview
A demonstrable understanding of the heritage and arts sector such as museums and theatres	Essential	Application Form / Interview
Project Management	Essential	Application Form / Interview

Experience	Essential / Desirable	Assessment
Experience supporting adults or young people with complex needs, disabilities or learning disabilities	Essential	Application Form / Interview
Previous experience in the education, care, voluntary or arts sectors	Desirable	Application Form / Interview
Experience of supporting and supervising a staff team	Desirable	Application Form / Interview
Experience of working in a customer facing role	Desirable	Application Form / Interview
Experience of engaging with learners and employers	Desirable	Application Form / Interview

Qualifications	Essential / Desirable	Evidence
Level 3 in a relevant qualification such as Health and Social Care, Social Work, Employability or Performing arts	Essential	Application Form
First Aid at Work	Desirable	Application Form

Additional information / other requirements of the post
<ul style="list-style-type: none"> The employee will be required to work out of normal working hours / attend evening meetings / work weekends and / or bank holidays as part of their role.

Date produced / last amended
April 2022

Equality Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made.

If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.