



**Grade: Job Family: Delivery – Front Line –**

**7 Process knowledge**

**Job Title: Heritage Development Officer: Schools programmer**

**Directorate: Chief Executive**

**Part Time: 18 hours per week**

**Fixed term: Until 31 December 2020**

#### **Job role expanded**

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

**Role Profile - Details Specific to Grade** Working within established frameworks and procedures but with the freedom to apply professional judgement to solve problems. Roles will be a mix of supervisors and individual contributors. Work will be reviewed on an ongoing basis for fit with requirements.

Roles requiring a level of process expertise to deliver an advisory or supervisory service.

**Brief Description of job role and department** The post holder reports to the Area Customer Service Manager for Heritage who is responsible for day to day management of the Heritage Service

They will be responsible for the development and delivery of a front line heritage service to maximise audience participation through activities, events and digital access in the community or based at heritage locations including Archives, throughout the borough.

As part of the Wider Management Team in Libraries, Heritage and Arts take responsibility for the provision of a customer facing heritage service, working with communities and volunteers to deliver a

sustainable Schools service through heritage sites.

They will contribute to the development of the annual business plan, the setting of performance indicators and service targets.

They will advise the Head of Service, Area Customer Service Manager and Operations Manager on potential service improvements.

They will work within the parameters set by the business plan but will apply professional judgement to day to day working and the delivery of excellent customer service in conjunction with the Area Customer Service Manager.

#### **Representative accountabilities**

- Deliver service activities to ensure intended outcomes for customers and the Council are delivered within agreed service standards related to the National Lottery Heritage Fund Whitehall Project.
- Where relevant manage a small team of volunteers to ensure they are delivering services within agreed standards.

#### **Budgetary accountabilities**

- None specifically, but this post may have responsibility for income generation through grants, sponsorship and new and emerging sources. This income target will be set annually, as part of the budget-setting process.

#### **Specific accountabilities**

- Responsible for working towards agreed Whitehall Project Schools Programming outcomes attaining Kids in Museum manifesto targets.
  - Ensure all developments are sustainable and can be delivered after the end of the fixed term contract.
  - Work with relevant partners within and outside the council to market and promote the service.
  - As part of the wider management staff in Cultural Services, develop the volunteer offer to support the museums, creating opportunities to widen and make more representative the volunteer cohort.
  - Work with partners to support and encourage work placement and internships in the service.
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- Work with local schools and teachers to ensure outcomes of the schools programme are matched with the local curriculum
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- Work collaboratively with staff across Cultural Services to market the Heritage service and maximise audience participation
  - To work with community groups and key stakeholders to deliver an accessible service to all communities in Sutton

#### **Person specification (knowledge, skills, experience and behaviours required in the role)**

## **Knowledge and experience**

- Qualification in archive, heritage or museums studies, or demonstrable experience in these areas
- Ability to work with volunteers across all roles, managing their performance and ensuring compliance with council policies
- As part of the Wider Management Team, contribute to service improvements and the delivery of the key objectives of the Heritage Strategy.
  - Excellent ICT skills

## **Core behaviours**

### 1. Customer focus

- Demonstrates commitment to high quality public services
- Focuses on solutions
  - Tries new better ways of working

### 2. Business-like

- Proactively takes on tasks that are needed
- Has high professional standards
  - Contributes ideas for change and implements them

### 3. Teamwork

- Participates in cross team working
- Changes priorities, work pattern or focus when required to deliver the best service
  - Actively shares skills and knowledge

### 4. Communications & resource management

- Is able comfortable and willing to engage with the public in a number of different formats
- Represents the Council in a positive light
- Objectively considers the costs of a decision or of not taking a decision

Ensure all health and safety standards are adhered to for the relevant work area  
Apply diversity and equal opportunities policies in the workplace

