

Job Family:	Delivery – Front Line – Defined by the process	Grade:	2
Job Title:	Oral History Intern	Directorate:	Chief Executive's
Date:	October 2018	Version:	1:1



Role Profile - Details Specific to Job Family

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

Carries out a narrow range of straightforward tasks and may operate basic equipment/IT. Will pass on basic information as required and receive and respond to everyday enquiries from customers, escalating where necessary. Job holders will be expected to plan and prioritise their own tasks on an hourly basis.

Roles focused on the delivery of tasks for external service or internal support.

Brief Description of job role and department

By collecting and sharing personal stories from older people and local community groups, ‘The Locals’ is an oral history project aiming to make local heritage inclusive and accessible.

The post holder will support the preparation and delivery of the project by conducting oral history interviews, assisting with workshops, liaising with community partners and volunteers and recording the overall progress of ‘The Locals’.

The intern will be trained and supervised by the Heritage Engagement Officer but will be expected to work independently or alongside volunteers on a regular basis.

The internship is funded by the Heritage Lottery Fund.

Representative accountabilities

- Resolve straightforward customer enquiries (e.g. minor complaints) within Council guidelines and procedures.
- Process customer information and update records using a variety of simple systems.
- Operate machinery with multiple moving parts in order to deliver a range of services.
- Attend to and monitor the personal needs of service users under supervision and in accordance with Council procedures.

Budgetary accountabilities

- None

Specific accountabilities

- To assist the Heritage Engagement Officer in the day-to-day organisation and running of 'The Locals' project. To include day to day administrative tasks, working on spreadsheets and data processing.
- To assist the Heritage Engagement Officer in organising and supporting oral history volunteers. To include processing enquiries from new volunteers, organising rotas and supporting volunteers in their work.
- To work closely with members of local communities and conduct interviews to record their personal stories, to subsequently transcribe them and create summaries as appropriate.
- To support the preparation and delivery of reminiscence and creative workshops targeted towards older people and vulnerable adults. To include organisation of workshops, helping set up and clear up after events and working with the public to ensure they have a good experience.
- To record the progress of 'The Locals' through observational notes, photographs and audio.
- To attend and keep minutes of meetings with staff and community partners as appropriate.
- To work as part of a team to support the co-production of a travelling exhibition based on the project.

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

Knowledge and experience

- Knowledge and ideally experience of working with older people and vulnerable adults
- Knowledge and ideally experience of current community engagement practices in a museum setting
- Experience of working with volunteers of all ages
- Good working knowledge of best practice and ethics in oral history projects
- Good working knowledge of ICT, including Microsoft Office
- Ideally Museum or related qualification/studies

Skills and behaviours

- Ability to work with a range of community groups, particularly older people and vulnerable adults

- Excellent communicator with project participants of all backgrounds
- A committed and proactive approach to all aspects of the project
- Ability to work on weekends and occasional evenings
- Great attention to detail

Core behaviours

1. Customer focus

- Demonstrates commitment to high quality public services
- Learns from experience to make lasting improvements for customers

2. Business-like

- Proactively takes on tasks that are needed
- Reflects on how something went, learn from it and share that learning
- Keeps up to date and responds to new ideas

3. Teamwork

- Takes personal responsibility
- Asks for help when needed
- Changes priorities, work pattern or focus when required to deliver the best service

4. Communications & resource management

- Represents the Council in a positive light
- Able, comfortable and willing to engage with the public in a number of different formats

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