



Job Profile

Cultural Museum Supervisor

ENRICHING LIVES IN FIFE

Reports to:	Venue Manager/Area Co-ordinator
Job Family & Level:	FC05
Responsible For:	Cultural Services Assistants
Job Purpose:	To supervise the effective delivery of a specific aspect of the museums service. This could be one of the following - site supervision; requests services; acquisitions services; ICT administration; adult services; children's services, etc.
Key Tasks & Responsibilities:	<ol style="list-style-type: none"> 1. To provide the customer or client with services relating to a specific aspect of the museums service. 2. To handle enquiries from customers, suppliers or clients directly, in a positive and helpful manner. 3. To assist staff with answering complex enquiries. 4. To monitor and evaluate the service offered, making recommendations for adjustments and improvements as necessary 5. To participate in the promotion of services provided by Fife Cultural Trust, particularly within the designated area of responsibility, e.g. exhibitions, displays, activities, room bookings, Open Days, etc 6. To maintain and manage relevant areas of stock and exhibitions, ensuring a high standard of presentation and stock availability. 7. To participate in Fife Cultural Trust working groups as required. 8. To update manual and computer-based databases as required. 9. To carry out, and train staff in, agreed customer care policies. 10. To supervise staff, allocating and monitoring the progress of work. 11. To train staff as appropriate in the operations of the specific service. 12. To participate in the Trust's recruitment, contribution management and employee development processes as required.

	<ol style="list-style-type: none"> 13. To monitor sickness absence, leave etc. of assigned staff, taking action when necessary. 14. To ensure the effective operation of delegated administrative tasks. 15. To operate the appropriate systems to be used for recording financial transactions, etc. 16. To ensure administrative procedures are known and adhered to by staff. 17. To ensure the collection and collation of statistical data for input to management information systems. 18. To ensure the working area is safe and collections secure, dealing with and reporting any defects through the agreed procedures for building and workplace maintenance. 19. To monitor the expenditure of any delegated budgets. 20. To maintain accurate records of all orders and receipts. 21. To supply figures as requested for future funding requirements.
<p>Special Conditions:</p>	<p>The post holder may be required to perform duties, appropriate to the level of the post, other than those given in this job profile. The particular duties and responsibilities attached to a job may vary from time to time without changing the overall purpose of the job and would not therefore; justify reconsidering the grade for the job. Such variations would be reflected in an updated job profile.</p> <p>The post holder may be asked to work hours other than those shown below. Unsocial hours payment is made for weekend working and for work out with the hours of 07.00 - 20.00, Monday - Friday.</p>

Person Specification - Cultural Museum Supervisor

Attributes	Essential	Desirable	Assessment
Experience	<ul style="list-style-type: none"> • 6 months museum experience including direct customer contact and dealing with customer enquiries • Using ICT hardware and software including Microsoft applications • Dealing with difficult situations 	<ul style="list-style-type: none"> • Supervisory experience • Work with children • Dealing with delegated budgets • Administrative tasks 	Application and interview
Education, Qualifications & Training	<ul style="list-style-type: none"> • National Certificate in relevant discipline, eg Library and Information Science, Business Admin or equivalent (Exception may be made for this if a person's experience is exceptional) 	<ul style="list-style-type: none"> • ECDL or similar 	Application and interview
Skills, Abilities & Knowledge	<ul style="list-style-type: none"> • Supervisory skills • Good communication skills – written and oral • Numerate • Administrative competence and organisational skills • Abilities to work with children • Enquiry-handling skills • Knowledge of books, information sources and collections management issues • ICT skills and awareness including internet knowledge and search skills 	<ul style="list-style-type: none"> • Creativity • Knowledge of security issues for site and collections • Health & Safety awareness • Training skills • Full driving licence 	Application, Interview and References

Interpersonal & Communication Skills	<ul style="list-style-type: none">• Pleasant personality• Customer focussed• Ability to motivate• Helpful and approachable manner• Flexible attitude• Able to work without direct supervision• Confident and outgoing		Interview and References
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