

Job Description

Directorate:	PLACE		
Service:	Cultural Services – Conservation & Collections Team		
Location:	Preston		
Salary range:	As advertised	Grade:	6
Reports to:	Conservation & Collection Manager	Staff responsible for:	Heritage Premise Supervisor, Premise/ Assistant

Job Purpose and Scope

Facilitate, develop, and deliver the conference provision and safe operation of buildings at the Museum HQ site. Provide specialist support to the income generation and specialist heritage activities of the Conservation & Collections Team to meet targets and key performance indicators.

The role is to

- To develop and deliver the Conference operation within the Lancashire Conservation Studios & Museum HQ buildings.
- Contribute to the income generation business activities of the Conservation & Collections Team
- To oversee the building and site-related issues including management of PAMS - LCC Premise Management, at the Museum HQ and the museum Accredited site of the Lancashire Conservation Studios.
- Ensure the smooth operation of front-of-house activities and administration of the LCS operations.
- Liaise and assist with the development and administration of external business projects with regard to income generation and grant applications.
- Assist with co-ordinating the workflows of the specialist staff and site teams through the operation of the work request systems.
- Provide effective leadership and motivation for a team of staff.
- Assist with the care, development and promotion of LCMS and its collections, ensuring that appropriate standards, within approved plans, policies and procedures are complied with.

The Lancashire Mindset

Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper. To help us achieve this, we have introduced the Lancashire Mindset: Growth, Ownership, Optimism, and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Accountabilities / Responsibilities

- Responsibility for managing, developing, and delivering the business opportunities for conference provision at LCS and to provide support for smaller conference facilities across the Museum Service.
- Responsibility for the management of PAMS - LCC Premise Management, at the Museum HQ and the museum Accredited site of the Lancashire Conservation Studios.
- Liaising and assisting with the development of external tender quotations and survey work for the conservation staff and supporting those projects with administration activities.
- Assist with the financial co-ordination for the external client business invoicing, ordering, and estimating and for the Conservation & Collection Team
- Liaise between the specialist museum staff and museum managers to co-ordinate the requirements to maintain the events and exhibition programme within available resources.
- Organise corporate events and all site conference events, including taking bookings, arranging the LCS venue and catering, providing information for visitors & delegates and to contribute to the smooth running of those events.
- Undertake the specialist administrative support for the Lancashire Conservation Studios.
- Manage the performance of staff, following council policies and procedures e.g. sickness monitoring recruitment and selection, induction, appraisals, attendance monitoring, and allocation of leave.
- Train others in the use of equipment, systems or work methods in order to support the development of the Conservation & Collections team.
- Identify and raise opportunities for improving procedures and processes within team and work area, to support the continuous improvement of services
- Provide assistance for conservation & technical staff with regard to external tender and survey work, condition and treatment reports, training sessions and the co-ordination of internal and external work requests.
- Provide assistance with public enquiries, clients and heritage organisations visiting or contacting the studios, including outreach data analysis.
- Assist in the creation and delivery of improved Health & Safety standards across the Museum Service through the H&S committee and LCC procedures.
- Assist in the preparation of team business plans and the development, monitoring and achievement of performance targets.
- Support the co-ordination of the exhibition and display programme across the Lancashire County Museum Service.
- Support the administration and documentation of the Portable Antiquities Scheme and the Treasure Act 2023 in conjunction with agreed Audit and British Museum procedures.
- In addition to the accountabilities/responsibilities described above the post holder may be required to undertake additional equivalent or lower graded role as appropriate

Other

- Represent the Museum Service at external meeting regarding LCS Conference provision.
- Demonstrate a commitment to CPD.
- Driving a fleet vehicle in connection with the requirements of the role.
- On occasions the postholder will be required to work weekends or evenings to facilitate events and business requirements.
- **Equal Opportunities** - We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety** - All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused** - We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.
- **Safeguarding Commitment** - We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.
- **Skills Pledge** - We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.
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Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive** - We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative** - We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful** - We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative** - We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

Essential

- GCSE or equivalent plus experience of working in a similar role OR specialised skills acquired through significant on the job experience.
- NVQ or equivalent qualification and/ or experience in Events Management

Desirable

- Food Hygiene Certificate
- First Aid Certificate

Experience

Essential

- Event Management and delivering customer-focused services.
- Experience within a heritage or museum or cultural environment
- Local authority and commercial financial and administrative processes
- Supervising staff, including the ability to delegate and track performance of staff and service.
- Managing challenges, change, development, and conflicting demands.

Desirable

- Managing staff, including the development and motivation of staff in line with relevant policies & procedures.
- Managing budgets & resources
- Handling or working with Museum Collections

Knowledge, Skills & Abilities

Essential

- Understanding of Museum Accreditation and ability to support the delivery of national standards.
- Knowledge of issues and initiatives effecting the heritage sector regionally and nationally
- Understanding of local authority financial processes and procedures
- Good written and verbal communication skills and the ability to communicate effectively with a range of audiences and stakeholders.
- Comprehensive understanding of the work practices, processes, and procedures and legislation, including Health & safety relevant to the role.
- Ability to deliver and develop an excellent customer focused service
- Knowledge of Premise management and health & safety legislation and implementation
- Excellent ICT, organisational and planning skills.
- Ability to handle difficult situations and complaints effectively and courteously
- Ability to act on own initiative without close supervision and also as part of a team.

Conference and Heritage Business Facilitator

- Ability to lead and motivate both individuals and a team.
- Ability to promote Lancashire Heritage with special reference to all the venues of the Lancashire County Museum Service.
- Ability to work evenings and weekends if required by business need.

Other Essential Requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.