



**JOB PROFILE**  
and  
**PERSON SPECIFICATION**

**Job title:** Heritage Assistant

Supported by the Heritage Lottery Fund



**Reports to:** Visitor Services Manager

**Hours:** 37 hours per week (Tuesday - Saturday)

**Contract Type:**

1.5 year full-time fixed term contract, with the possibility for extension  
[Start date : October 2015]

**Salary:** £16,000

**Job Purpose:**

Due to open this winter, Watts Studios will provide access for visitors to the East Wing of Limnerslease, the home where G F and Mary Seton Watts lived and worked. Supported by the Heritage Lottery Fund, the Watts Studios Project will restore the studio of G F Watts and provide dedicated galleries for visitors to learn about Mary Seton Watts and the context in which these two artists worked and lived. Included in Watts Studios will be a new learning space, with a conservation studio, public studio space and terrace. Watts Studios will be surrounded by re-landscaped grounds. Watts Studios are a short walk from Watts Gallery.

The post is funded by the Heritage Lottery Fund. This is trainee role working in all aspects of heritage learning and visitor services to gain skills and experience in planning and supporting programmes, working with different audiences, duty management and following policies in relation to working with visitors and heritage. Training will provided on site at Watts Gallery. In addition there will be opportunities to attend external training events and develop qualifications for future job progression.

The Heritage Assistant will be part of the Watts Studios project team. He/She will take an active role as Duty Manager, supervising volunteer stewards and ensuring visitors' understanding, enjoyment and safety are all met. He/She will also support the delivery of events and group visits.

This position is a fantastic opportunity for a suitably qualified candidate who wishes to develop and expand their experience of working in museums and galleries in a heritage environment. Full training will be provided.

**Overall responsibilities**

- Act as Duty Manager for Watts Studios, ensuring excellent visitor experience
- Support recruitment and retention of volunteers
- Assist in the delivery and administration of events and group visits
- Support the Curatorial Team in the care and interpretation of collections

**Duty Management of Watts Studios**

- Lead on the daily supervision of Watts Studios, supported by other colleagues
- Attend site-wide briefing meetings to ensure a welcoming, safe and consistent visitor experience
- Brief volunteer stewards at the beginning and end of their shift to ensure that the Studios are an

enjoyable and safe experience

- To assess the display areas on a daily basis to ensure the safety of the Collection and the aesthetic condition of the exhibition spaces
- Ensure the volunteer stewarding rota operates effectively and shifts are filled
- Ensure all interpretation (audio, visual and tactile) is in good working order on a daily basis
- Liaise with Estates to ensure the grounds and studios are clean and hazard free and that lighting and security is in good working order
- Attend Front of House briefings informing all front of house staff on activities in advance of events
- Assist in the delivery of volunteer training about collections knowledge, care, visitors and health & safety
- Attend weekly staff meetings and quarterly Volunteer Guides' and Volunteer Stewards' meetings
- Manage the welcome desk and ticket sales point when required

#### **Audience Engagement**

- Support the delivery of events (Late night opening, lectures, family weekends, demonstrations, tours and courses)
- Give public talks and tours at Watts Studios and grounds
- Maintain learning resources (Maps, Family Trails, Family Back-Packs) and support the delivery of these
- Respond to enquiries from the public, students and scholars
- Answer visitors' queries about opening hours and events
- Ensure visitors' welcome and experience is of a high standard

#### **Support the Curatorial Team in the Care and Interpretation of the Collections**

- The candidate will be responsible for responding to public enquiries that are delegated to them
- To track and manage correspondence for future use
- To answer visitors queries and assist with picture talks

### **PERSON SPECIFICATION FOR HERITAGE ASSISTANT, WATTS GALLERY**

<b>Attributes</b>	<b>Description</b>
<b>Skills &amp; Experience</b>	<p><i>Essential</i></p> <ul style="list-style-type: none"> <li>• Demonstrable interest in heritage learning and visitor services and ambition to work in the heritage sector</li> <li>• Strong written and verbal communication skills</li> <li>• Experience of working with a wide range of people in a public setting</li> <li>• Experience of public speaking and delivering events in a heritage setting</li> <li>• IT Skills including Microsoft Office</li> <li>• Demonstrable experience of working effectively as part of a team</li> </ul> <p><i>Desirable</i></p> <ul style="list-style-type: none"> <li>• Full clean driving licence and use of car</li> <li>• Experience of working with and managing volunteers</li> </ul>
<b>Knowledge &amp; Qualifications</b>	<p><i>Essential</i></p> <ul style="list-style-type: none"> <li>• Relevant undergraduate degree, or equivalent, in History of Art/Design, History or Museum/Heritage Studies</li> </ul>

	<p><i>Desirable</i></p> <ul style="list-style-type: none"><li>• Particular knowledge or experience of the Arts &amp; Crafts Movement and 19<sup>th</sup> century Art and design</li><li>• Knowledge of volunteer management</li><li>• Knowledge of best practice in access</li></ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• Excellent interpersonal skills in dealing with people at all levels</li><li>• Strong organisation and planning skills</li><li>• Highly proactive and self-motivated</li><li>• Adaptable and flexible</li><li>• Strong decision-making and problem-solving skills</li><li>• Ability to work under pressure</li><li>• A belief in the need to make arts and heritage accessible to all</li></ul>