

Heritage Officer Band E

The postholder will be required to work at both councils' premises at West Suffolk House, Bury St Edmunds, and the Forest Heath District Council Offices, Mildenhall. You will be required to work at any of the Councils operational Leisure sites as required in order to meet the needs of the authorities.

Responsibilities and Activities

- To develop one of the key result areas (Commercial, Education, Exhibition, Exhibition, Park, Wellbeing, Administration) in accordance with the Service.
- To provide a Heritage Service under the direction of the TIC & Heritage Operations Manager.
- To carry out the Duty Officer role at West Stow and Moyse's Hall or any other Heritage service site as directed.
- Carry out as necessary the existing work in one of the key result areas (Commercial, Education, Exhibition, Exhibition, Park, Wellbeing, and Administration).
- Develop new initiatives in one of the key result areas (Commercial, Education, Exhibition, Exhibition, Park, Wellbeing, and Administration).
- Develop and improve the Heritage Service based upon Council policies and the Services Plan. This will involve other tasks in addition to the key result areas.
- Day to day responsibility for the care and security of Heritage Services collections and the buildings in which they are housed.
- Encourage all staff to develop commercial initiatives for income generation, service in kind, funding and external partnerships.
- Responsibility to work at the specific sites and ensure that all appropriate procedures are carried out.
- Responsibility for the health & safety of all site visitors and the promotion of their understanding and enjoyment of Heritage Service facilities.
- Responsible for staff and any volunteers and ensure that high standards of customer care are maintained and balanced with any service requirement.
- Liaise with employees and managers to provide responses to customer requests.
- Officers are expected to keep accurate records of their work so that statistical data can be provided as required.
- Assist the Village Assistant in their work and provide support.

March 2017