



Recruitment Pack for

Information & Engagement Assistant

Chambers Institute Peebles

Dear Applicant

Post: Information and Engagement Assistants
Closing Date: Friday 15th July 2022
Location: Chambers Institute Peebles
Job Ref: 0665
Salary: Grade 1 (£9.90 per hour) Temporary
Hours: 5 Hours per week (Sunday)

Thank you for the interest you have shown in our Temporary Information & Engagement Assistant post within our team which is based at our Chambers Institute Peebles

The following information provides you with details about our organisation to assist you with your application. More information can be found on our website www.liveborders.org.uk

- Introduction to Live Borders
- Our Strategic Vision
- Job Description and Person Specification
- Conditions of Employment

If you would like to apply for this post, you will find an Application Form & Guidance along with an Equal Opportunities Monitoring Form. Please complete both and return to recruitment@liveborders.org.uk

The anticipated timeline for the recruitment process is outlined below:

Closing Date: Friday 15th July 2022 at 17:00

Interview: TBC

The selection process can include different forms of assessment along with a formal interview. You will be advised of this if your application is successful.

If you have a disability and need assistance in completing your application form, please contact our People team recruitment@liveborders.org.uk to discuss your needs or request a call back.

We look forward to receiving your completed application.



Introduction to Live Borders

Live Borders is the sport, leisure and culture trust for the Scottish Borders – this means we are a charity. Our aim is for everyone living, working and visiting the Borders to be **healthier, happier and stronger**.

Live Borders is governed and led by a Board of 15 Trustees who set the strategic direction and monitor performance of the organisation.

Our Strategic Vision

Vision: Everyone living in, working in, and visiting the Borders to be healthier, happier and stronger.

Mission: We use our energy, enthusiasm and knowledge to support more people to experience more, learn more, and move more.

Strategic Goals:

- Expand levels of participation
- Grow our earned income
- Develop plural funding streams
- Build on our reputation for great customer service
- Be a sustainable charity
- Nurture our people.

Our Aims and Values

At the heart of Live Borders is our commitment to improve lives through physical activity, sport and culture. We use our energy, enthusiasm and knowledge to support people to experience more, learn more and move more.

Our Values underpin all that we do: [Live Borders Values](#)

Every penny spent with us is reinvested into supporting active, creative and healthy communities.

The executive team, made up of our CEO and 3 Directors, provide the strategic lead on the management and development of Live Borders to ensure we are a sustainable, dynamic and flexible organisation fit for the future and that meets our stated outcomes.

As we re-emerge from the challenges of Covid 19 and a lockdown which has seen Live Borders unable to deliver any of its services to customers we are now entering a period of recruitment to meet our new ways of working and our ever expanding programmes of activity. Here are some of the ways in which the way we do things are different:

<https://www.liveborders.org.uk/what-to-expect-getting-you-back-safely/>

JOB DESCRIPTION

Post Title:	Information and Engagement Assistant
Directorate:	Managed Services
Reporting to:	Assistant Curator/Assistant Librarian

Job Purpose:

- Contribute to the delivery of an integrated high quality library and museum service, which meets the need of local communities, fosters and encourages a love of books, collections, reading, history, creative activity and supports lifelong learning.
- Assist in delivery of daily operations, activities programme, security and supervision of the library and museum
- Assisting customers with enquiries for the library and the museum including facilitating interaction with the museums, library and archives collections, databases, exhibitions and digital resources.
- Promote a positive, welcoming and helpful image of library and museum services to all service users including residents of and visitors to the Scottish Borders.
- Assist with income generation for the services including promotion of retail, commission exhibitions, donations, events, group visits and learning programme opportunities.

Responsibilities:

- Assist in day-to-day delivery and supervision tasks to develop access and participation within the library and museum, including maintaining the security of the Chambers Institute building, security of information/databases and undertaking key holder duties as required.
- Carry out day-to-day library and museum routines and processes to management direction.
- Provide guidance, assistance and support to enable service users to make best use of ICT facilities, digital resources and learning opportunities.
- Work with service users to develop their confidence and ability to use new technologies, carry out independent research and develop their information literacy and creative skills.
- Assist with organizing, setting up and delivering a variety of events and activities- online and face to face both In the Chambers Institute and as outreach in wider community. (e.g., seasonal events, holiday activities for children; schools workshops, behind the scenes visits, health/wellbeing groups, digital projects, storytelling, author visits IT taster sessions, Book bug sessions, guided walks and private views for exhibitions.)
- Assist with organizing, setting up rooms/spaces and delivering a variety of events and activities within Chambers Institution museum/library and Burgh Hall shared spaces in liaison with halls/caretaking team and building cleaners.
- Assist in developing, upselling and delivering profitable retail operations including seeking cash and online donations to support income generation and charitable giving.
- In line with legal and operational guidelines, process cash, cheque and card transactions. Assist with banking returns, statistical gathering of customer/audience data, Patron base bookings, audience surveys, stock taking, cash, credit card income, retail & donations returns and complete daily and weekly visitor stats/ income records.
- Dealing with general enquiries whether face to face, by telephone or via email, etc. Deal with and record all enquiries and requests, ensure responses are delivered courteously, responsively and efficiently, with the aim of resolving the maximum number of enquiries and requests at the first point of contact.

- Take personal responsibility for achieving high standards of customer care and customer service and assist with maintaining standards of quality required to meet Museums Accreditation and Visitor Attractions Quality Assurance Scheme. Use good judgement on whether to deal with queries personally or to seek advice from service/line managers, curatorial team, archives colleagues, libraries' specialised staff and repairs/maintenance team within Live Borders.
- Liaise on day to day basis with the Assistant Curator and Assistant Librarian for Peebles/Tweeddale (or other supervisory/project staff as may be designated by the Museums Manager/Libraries Manager), regarding matters relating to displays, collections care, environmental controls, health and safety and authorised use of facilities as per normal operating procedures. This work will involve manual handling, moving and lifting tasks including working to support teams and external contractors on site for a range of purposes.
- Access and maintain records including museum entry record paperwork, loan agreement, service computer systems, museums/archives CALM collections database and Live Borders booking systems, ensuring that all transactions and borrower information are recorded accurately and correctly in line with meeting GDPR/data protection and corporate security of information protocols.
- Build and maintain good working relationships with colleagues within the organisation and external colleagues/partners, stakeholders, artists/makers and community groups.
- Ensure that services are delivered with a customer-focused ethos -ensuring that respect, dignity, confidentiality, safety and well-being needs are adhered to and seeking advice when handling any complexities.
- Comply with, and ensure compliance with, all Live Borders policies and procedures
- Ensure services and working practices meet Health and Safety Requirements and adhere to Risk Assessments, safety/security systems and the safe operation of machinery, equipment and plant as outlined and established by Live Borders

This job description is indicative of the nature and level of responsibility associated with the job. It is not exhaustive and there may be a requirement to undertake such other duties as may be required by Heads of Service/ to meet the needs of Managed Services and Live Borders.

Willingness to work at other sites by discussion and agreement in advance (e.g to provide project support, assist with cover during holidays/sickness absence, to provide support at events/activities and outreach projects organised by Live Borders or to attend meetings or learning/training activities presented in other parts of Live Borders and its facilities.

Other details:

As elements of this job will be physical candidates must be prepared to undertake work of this type including lifting, moving, carrying and occasional use of ladders, tools and equipment.

Requirement to work out of hours or weekends – on occasions, evening and weekend work will be required.

Lone working

Key holding for access/locking up and to cover alarm or emergency call outs including winter safety checks, as required (with additional set payments for emergency/alarm call outs).

Requirement for PVG/Disclosure check – no

Emergency First Aid qualification (desirable/training available in-house)

Person Specification

EDUCATION			
Essential	Assessed by	Desirable	Assessed by
Good standard of education	A		
EXPERIENCE			
Essential	Assessed by	Desirable	Assessed by
Experience in a customer service role	A / I	Experience of cash handling	A / I
Experience in a food service role	A / I	Customer Service Experience	A / I
SKILLS AND KNOWLEDGE			
Essential	Assessed by	Desirable	Assessed by
Communication skills	I / R	Verbal and numerical skills	I
Ability to use initiative	I / R		
Problem solving	I		
PERSONAL ATTRIBUTES			
Essential	Assessed by	Desirable	Assessed by
Warm, friendly and personable	A / I / R		

KEY

A - Application

I – Interview

R– Reference

T - Test

SUMMARY OF CONDITIONS OF SERVICE

Location:	Peebles (colleagues may be required to work at any Live Borders site during their career with us)
Hours of Work:	5 hours per week - Sunday, (Temporary) worked as agreed with line manager
Payment Method:	Paid monthly on the last banking day of each month.
Annual Leave:	Up to 2 years' service = 30 days (pro-rata for part time) Increases by an extra day after completion of two years' service by commencement of the leave year. An additional day accrued for each completed year of service up to max of 5 additional days.
Public Holidays:	4 designated public holidays per year (pro-rata for part time)
Notice Period:	4 weeks, as detailed in any offer of employment
Pension:	Option to join Group Personal Pension; employee contribution from 5% with the option to join the Local Government Pension Scheme after 5 years' service.
Equal Opportunities:	Live Borders is an Equal Opportunities Employer and considers applicants on their suitability for the post regardless of sex, race, religion, disability or sexual orientation.
Sickness Allowance:	Employees with less than 6 months' service get Statutory Sick Pay (SSP) only. Occupational Sick Pay is available to employees with more than 6 months' service (when the sickness commences) and starts from 5 weeks' full pay/ 5 weeks half pay and increases to a maximum of 26 weeks' full pay/ 26 weeks half pay after 5 years' service.
Presentation:	Live Borders has strict standards of presentation; which staff are required to comply with. Uniforms are provided for the majority of posts where provided these must be kept clean and well presented. Where a uniform is not provided appropriate business dress is expected.
Other Benefits:	Free access to all our sports facilities Cycle To Work Scheme Access to ASVA Healthy Extras – includes retail discounts and access to health and wellbeing services

INFORMATION FOR ALL JOB APPLICANTS



Evidence of Right to Work in the United Kingdom

As a result of the Asylum and Immigration Act 1996, Live Borders requires every employee to provide evidence of eligibility to work in the UK. This will be required from the successful candidate prior to the appointment being made. Please do not send documentation at this stage. There are a number of specified documents which you could provide, some of which are list below. Only one is required:

1. A passport describing the holder as a British Citizen
2. A passport containing a Certificate of Entitlement issued by, or on behalf of the Government of the United Kingdom, certifying that the holder has the right of abode in the UK.
3. A passport or national identity card issued by a State which is a party to the European Area Agreement and which described the hold as a national of that state.
4. A registration card which indicates that the holder is entitled to take employment in the UK
5. A birth certificate issued in the United Kingdom or in the Republic of Ireland, with documentary evidence of their National Insurance Number.
6. A certificate of registration or naturalisation as a British citizen, with documentary evidence of the National Insurance Number.

Disclosure Scotland

The successful candidate will be subject to a Protecting Vulnerable Group registration to become a member of the Disclosure Scotland PVG Scheme, if this a requirement of the post. The cost of this registration will be met by Live Borders.

Live Borders

For more information about Live Borders please visit our website www.liveborders.org.uk

Please contact our People Team on recruitment@liveborders.org.uk if you require any other information about working for Live Borders.