

STEWARD

Role Profile



Title	Steward	
Grade	GRADE A	
Reference:	N891	
Reports to:	Park Manager	
Work style Definition	Mobile worker	
Job Type:	Customer Facing Worker	
Primary purpose of role	To be responsible for the security of Mount Edgcumbe House and its contents on a day to day basis. To be responsible for meeting, greeting and assisting the public to get the most out of their experience. To assist the Museum Development Officer with the care of the collection and any historical research.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> ▪ Providing a visible presence in presence in Mount Edgcumbe House (50%) ▪ Dealing with visitor enquiries (20%) ▪ Carrying out garden tours and talks to groups (25%) ▪ Maintenance of dehumidifiers, carrying out of environmental and moisture checks (5%) 	Role measures <ul style="list-style-type: none"> ▪ Practical conservation monitoring carried out to a high standard. ▪ Successfully lead tours and talks which meet the visiting public's needs. ▪ Proactive visitor engagement and communication
Key activities	<ul style="list-style-type: none"> ▪ Provide a visible presence in Mount Edgcumbe House when open to the public, ensuring security of chattels and collection (50%) ▪ Meet and greet visitors, answer questions, give talks to pre-arranged groups, garden tours for pre-arranged groups, assist with weddings and work with the wedding co-ordinator regarding weddings and other special events (35%) ▪ Support the Museum Development Officer with environmental checks, staff rotas to ensure adequate cover, assist with exhibitions, carry out research for the Museum Development Officer and deal with enquiries and the care and collection of chattels. Some responsibility for the security of the House and personal possessions (chattels) (10%) ▪ Responsible for the maintenance of dehumidifiers and moisture checks (5%) ▪ Undertake other duties as directed and commensurate with the grading of the role 	

Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Literacy and Numeracy skills to carry out the straightforward functions of the role
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Knowledge of Health and Safety procedures ▪ Awareness of fire regulations
Essential experience	<ul style="list-style-type: none"> ▪ Experience of dealing with the public
Desirable experience	<ul style="list-style-type: none"> ▪ Previous experience of providing security
Essential skills	<ul style="list-style-type: none"> ▪ Effective oral communication skills required to liaise with other staff and the public. Some tact may be required ▪ Physical skills will be required when carefully assisting with the set up of exhibitions but not at a developed level ▪ Able to stand and walk for a very large proportion of the day ▪ Post holder may be required to identify straightforward solutions to simple problems ▪ Periods of concentration for up to two hours required to ensure the security of chattels and the collection while the House is open to the public. ▪ The job involves working from instructions, but making minor decisions involving the use of initiative. Problems are referred to a supervisor / manager. Little close supervision is necessary beyond that provided by working arrangements and methods
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	