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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: House steward (Volunteers) | **POST NUMBER:**  |
| **REPORTS TO (Job Title):**  | Senior House Steward |
| **DEPARTMENT:** Civic, Democratic Services | **GRADE:** 4 |
| **JE REF:** | 4111 | **PANEL DATE:** | 8/01/2019 |
| **1.** | **MAIN PURPOSE OF JOB**Be part of a small team of House Stewards ensuring that the House is ready for opening to the public as a visitor attraction as a venue for events and private hires and for use by the Civic Party on a daily basis.Be part of a team to ensure the smooth running, health & safety, security and cleanliness of the Mansion House while the building is open to the public for events and private hire and available for civic functions ,during the day and evening eventsOn a rota basis, perform the role of duty manager to cover security, health and safety, event management and visitor services when open as an attraction and as an events venueProvide public demonstrations of historic cooking, lead guided tours and interpret the collection/history for visitors Provide support to the education and learning activities in the House, such as, for tours and demonstrations for both adult and young person groupsRecruit and develop the Friends of the Mansion House volunteer group |
| **2.** | **KEY TASKS:** |
|  | **ATTRACTION** |
|  |  |  Open up the Mansion House to the public as a visitor attraction from Wednesday to Sunday inclusive, as required and being part of a dedicated team. |
|  |  | Carry out front of house duties as required, this will include, * welcoming visitors
* distributing audio and written guides,
* as answering visitor queries
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|  |  | Follow set procedures for operating the till & cashing up at the end of the day and banking. |
|  |  | Assist in the development of the shop through contributing ideas for new merchandise, re-merchandising the shop on a regular basis and identifying new opportunities for increasing sales.  |
|  |  | Replace stock from the store as required and keep the reception area clean and tidy at all times |
|  |  | Act as a costumed interpreter/demonstrator in the Mansion House kitchens and in the upper rooms on a rota basis. Be comfortable in delivering food based interpretation |
|  |  | Provide excellent visitor experience to the Mansion House, at all times |
|  |  | Carry out or assist in guided tours of the Mansion House as required and to learn the civic history, history of the Mansion House and its collections and be able to interpret these to different groups |
|  |  | Provide support to educational activities, such as leading school groups and demonstrations, taking place in the House as required |
|  |  | **EVENTS** |
|  |  | Assist with making preparations in connection with events held in the Mansion House (including civic) and remain in attendance to provide support at events that will include evenings and weekends. Cover for events will be on a rota basis |
|  |  | Ensure the Mansion House is clean and presentable before, during and after any event. This will involve detailed conservation cleaning/recording of the interior of the building and contents. |
|  |  | Ensure rooms are set up correctly for events, including any event furniture/equipment to be removed from these rooms after use and the rooms are returned back to their original state. |
|  |  | Ensure Mansion House event procedures are followed by all users |
|  |  | Occasionally change, raise or lower the flag on the Mansion House as per the flag policy  |
|  |  | Perform the role of duty Manager (on a rota basis) to Follow the Mansion House procedures on health and safety, security and visitor services for opening the building to the public as an attraction and for events, and closing the building down after use |
|  |  | Act as fire warden for events and when open as an attraction |
|  |  | **VOLUNTEERS** |
|  |  | In conjunction with the Curator, recruit and develop the Friends of the Mansion House volunteer group, including arranging bi-annual thank you events. |
|  |  | Communicate regularly with the group, highlighting opportunities to give booked tours and assist with visiting school/youth groups.  |
|  |  | In conjunction with the Curator, develop training workshops and talks for all Friends in order to increase their knowledge of specific areas of the House.  |
|  |  | Provide further support for volunteers, particularly those engaged in research projects, especially students. Meeting regularly for updates and advice.  |
|  |  | **OPERATIONAL** |
|  |  | Act as key holder for the Mansion House |
|  |  |  Occasionally act as sword or mace bearer for civic events or Council meetings, as required |
|  |  | To test the fire alarm systems and disabled refuge contact points on a weekly basis |
|  |  | To identify and report any faults to services, structure or fabric to the Mansion House Curator and Senior House Steward , or in an emergency follow the procedures |
|  |  | Where possible carry out minor operational repairs, such as replace light bulbs or repair a door handle. |
|  |  | Undertake prescribed training essential to the role e.g. historic kitchen interpretation and usage, fire warden and first aid training  |
|  |  | Be a recognised First Aider and Fire Warden within the Mansion House |
|  |  | Undertake such duties specified by the Curator regarding the use of the Mansion House  |
|  |  | Liaise closely with Mansion House Curator , Senior House Steward and events manager when staffing rotas are prepared. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**Direct: None  |
| **4.** | **CREATIVITY & INNOVATION*** Be adaptable to any situation which may arise and be able to respond professionally within the set guidelines
* The ability to prepare and deliver guided tours, demonstrations in the house, to a wide range of audiences
* You will be expected to learn the history of the Mansion House
* You will be expect to learn civic history, social history and aspects of food history
* Contribute to the successful planning and organisation of Mansion House events
* Contribute ideas for promoting the house
* Be able to suggest new events/activities that can be held in the House
* Contribute to ideas for new merchandise and visual merchandising of the shop.
* Find new ways to attract volunteers, training them and keeping them interested
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| **5.** | **CONTACTS & RELATIONSHIPS –** Regular, often daily, contact with:* Lord Mayoralty
* Civic Party
* Members
* Citizens of York
* Visitors to the city
* Friends on the Mansion House
* External/internal hirers of the Mansion House
* Maintenance Contractors
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| **6.** | **DECISIONS – discretion & consequences*** Decisions when it comes to delivering or tours E.G adapt for differing needs of the customers
* *Consequence: ensuring a first class service for all users of the house*
* Will have some discretion of set up time required for events/room layouts for events
* *Consequence: ensure that the needs of the building and users are compatible and events runs smoothly*
* The post holder will follow set procedures to ensure the safety and security of the Mansion House, and environs
* *Consequences: That the house is safe for all users and to ensure the contents is secure and safe*
* Assist in the recruitment, training and development of the friends of the Mansion House volunteers
* *Consequences; that the friends is an effective group who assit in opening the house to the public.*
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| **7.** | **RESOURCES – financial & equipment** None but as part of the team, will make sure that the building, its valuables and contents are adequately secured day and night, when on duty. The post will however handle cash and other transactions on the till. |
| **8.** | WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**Work demands** * The post holder must adhere to deadlines for supporting events in the building and opening up to the public are met

**Physical demands*** The post holder will be capable of a range of physical tasks such as lifting or carrying furniture or goods with assistance where necessary
* Post holder must be able to carry out tasks associated with using the historic kitchen, education table
* Post holder will be expect to use ladders e.g. for cleaning
* Post holder will be expected to be able to change light bulbs and undertake minor repairs
* Post holder will be expected to carry fuel for the kitchen fire and light the fire

**Work conditions*** The post holder will be expected to work outside e.g. tidying/cleaning the environs of the Mansion House to ensure these are kept presentable at all times
* The post holder will be expected to wear protective clothing when carrying our certain tasks e.g. ear defenders during fire drills and re supplying the fuel store.
* The post holder will be expected to carry out cleaning and maintenance duties and use ladders safely.
* The post holder will be required to wear Mansion House uniform
* Post holder will be expected to work with the Housekeeper in delivering high quality cleanliness for the Mansion House
* You will work on a rota basis to cover events and when open to the public, can involve evening and weekend working on a rota basis

**Work context*** Strict compliance will be expected with the Council’s procedures and working practices under health and safety legislation.
* Strict compliance to the Mansion House procedures
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| **9.** | **KNOWLEDGE & SKILLS*** Have some practical experience in working in historic buildings/museums.
* Be able to demonstrate the use of Audio Guides and audio visual systems to the visitors.
* Be capable of working effectively within a team, including volunteers, dedicated to delivering results
* Undertake appropriate training including Civic history, history of the Mansion House and its contents, food history, fire and security.
* An ability to manage time effectively and to multitask
* A commitment to high quality customer service and attention to detail
* An ability to build good relationships with all users of the Mansion House, including the public, civic party, visiting dignitaries and working colleagues
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| **10.** | **Position of Job in Organisation Structure**Job reports to: Senior House StewardThis post |