**PROVAN HALL COMMUNITY MANAGEMENT TRUST**

**JOB DESCRIPTION**

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| **Job title: Engagement Assistant** |
| **Salary: £12ph** |
| **Job purpose:** |
|  The postholder will carry out a wide range of tasks including ensuring a warm welcome for visitors and delivering activities to engage and inspire the local community to learn about, enjoy and value their local heritage. The role also includes some general administration, cash handling and security checks. The postholder will also act as a key holder for the property. |
| **Main duties and responsibilities:**  |
| Visitors* Visitor welcome and orientation
* Resolve visitor queries and provide relevant information
* Support the development and delivery of a programme of heritage events and activities that support the operation of Provan Hall as a heritage visitor attraction, including operation of a temporary activity and exhibition space
* Deliver a programme of activities for community engagement and community heritage learning.
* Establish activities and events that target identified community needs.
* Assist in designing engaging, inclusive participatory activities which allow and encourage people who do not normally get involved to take part in initiatives.
* Assist in setting up and stewarding events.

Administration* Answer phone calls and direct enquiries.
* Assist in booking management
* Assist in monitoring stock levels and purchases
* Manage transactions using point of sale equipment and handle cash where required

Facility maintenance* Open and close the building as and when required
* Prepare the building to be opened to the public on a daily basis
* Carry out routine maintenance and security checks and record information
* Prepare rooms and grounds for meetings and events (sometimes out of normal operating hours)
* Reporting and organising repairs
* Monitoring CCTV as required
* Key holder
* Assist with cleaning as required
* Ensure health and safety of all building users

Volunteer management * Assist with the supervision of onsite volunteers
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| **Relationships:** |
| External* Act as advocate for Provan Hall Community Management Trust
* Visitors
* Contractors

Internal * Report directly to the Operations Officer
* Maintain positive relationships with staff and volunteers
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| Working Schedule |
| Regular rota - Saturdays and Sundays (fortnightly) – 9.30am – 5pm Evening work required on a regular basis according to event schedule.  |
| Disclosure |
| The role requires regulated work with protected groups and requires an acceptable membership of the PVG Disclosure Scotland scheme.  |