**Job Description**

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| **Job Title:** | **Facilities & Services Supervisor** |
| **Reports to:** | Venue Manager |
| **Job Level:** | FC05 |
| **Responsible For:** | Library and Cultural Services Assistants, Museum Assistants |
| **Job Purpose:** | To supervise the effective delivery of specific aspects of the cultural heritage service. This may include, site supervision, team management including recruitment, pastural, development and performance management, museum specific tasks, library specific tasks, limited financial management along with health and safety aspects relating to the team, building and customers. |
| **Key Tasks & Responsibilities:** | * Supervise team members, allocating and monitoring progress of work
* Ensure staff are adequately trained to carry out their roles – ensuring induction and ongoing training are carried out
* To ensure administrative procedures are known and adhered to by team members
* To ensure team members are aware of and follow protocols, policies and procedures
* Lead and assist with the recruitment and selection of team members
* Ensure team members are adequately performance managed, tackling poor performance and rewarding good
* To monitor sickness absence, leave etc, of assigned staff and taking action when necessary
* To ensure the effective operation and implementation of delegated tasks
* To update manual and computer-based databases as required
* Collaborative engagement and participation with various managerial teams within OnFife
* Dissemination of tasks and objectives from management to direct reports
* To participate in the promotion of services provided by OnFife, including via social media/website and other avenues. Particularly within the designated areas of responsibility. For example, exhibitions, displays, activities, storytelling, reading groups, open days, taster sessions, etc
* To lead and participate in OnFife working groups as required
* To monitor and evaluate the service offered, making recommendations for adjustments and improvements, as necessary
* Ensure team members are able to assist customers, suppliers, or clients directly, in a positive and helpful manner and that they are able to answer most enquiries
* Assist team members with more complex enquiries or complaints/issues
* To monitor the expenditure of any delegated budgets
* To operate the appropriate systems in relation to recording financial transactions etc
* To maintain accurate records of all orders and receipts
* To maintain and manage relevant areas of stock and exhibition, ensuring a high standard of presentation and stock availability
* To ensure the working area is safe and collections are secure, dealing with and reporting any defects through the agreed procedures for building and workplace maintenance
* To ensure the collection and collation of statistical data for input to management information systems
* To supply figures as requested for future funding requirements
* To provide the customer or client with services relating to a specific aspect of the service
* To actively participate and contribute to external partnership development and engagement
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| **Working Conditions:** | This post will be based at Various Locations.***Flexible working***You are required to work at any OnFife place of work within Fife as reasonably required by OnFife.Flexibility is required and access to transport is necessary, as there will be travel throughout the region.Weekend and evening work form a necessary part of the working week, which enhancements (payment/TOIL) will be given. |
| **Other Duties:** | The post holder may be required to perform duties, appropriate to the level of the post, other than those given in this job profile. The particular duties and responsibilities attached to a job may vary from time to time without changing the overall purpose of the job and would not therefore; justify reconsidering the grade for the job. Such variations would be reflected in an updated job profile. |

## Person Specification

**Job Title**

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| **Attributes** | **Essential** | **Desirable** | **Assessment** |
| **Experience** | * Libraries/museums/culture sector experience
* Customer-focused approach
* Direct customer assistance
* Knowledge of customer needs including particular target groups
* Enquiry handling experience and skills
 |  | ApplicationCV Interview |
| **Education, Qualifications & Training** | * ECDL or equivalent evidence of ICT skills
 | * HNC or degree in relevant professional discipline
 | ApplicationCV |
| **Skills, Abilities & Knowledge** | * Administrative competence and organisational skills
* Ability to motivate team
* Excellent organising skills
* Creative and imaginative
* Analytical skills
* Self-motivated to succeed
* Flexible attitude
* Enquiry and demanding situations skills
* Knowledge of health & safety issues
 | * Knowledge of security issues for sites and collections
* Managing schedules & programmes
 | Application CVInterview |
| **Interpersonal & Communication Skills** | * Team leadership skills
* Staff supervision & training skills
* Excellent communication skills - written and oral
 |  | ApplicationInterview |
| **Other** | * Driving Licence (St Andrews Museum Role)
 | * Driving Licence
 | Interview |