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**Job Description ESP/HA23**

Job Title: Heritage Assistant (Templemore Baths)

Location: Templemore Baths, 96 Templemore Avenue, Belfast

Reports to: Heritage Engagement Officer

**Terms and conditions**

**Hours of work:** Hours of work vary based on the tour, events and activities programme within Templemore Baths Heritage Space. Working hours will be agreed on a weekly basis; there is no guarantee of minimum weekly hours however this is anticipated to be in the region of 3-10 hours, depending on programme.

**Wage:** Real Living Wage, currently £10.90 per hour.

*EastSide Partnership is only able to accept applications from those individuals who are currently eligible to work in the UK. We will only interview those applicants who appear, from the information provided, to be the most suitable in terms of the person specification.*

**Main Purpose of Job**

The main purpose of the role is to support the Heritage Engagement Officer to animate the heritage space in Templemore Baths through a programme of tours, workshops and events that will engage the local community, schools and visitors.

Heritage Assistants will be supported by the Heritage Engagement Officer and EastSide Tourism Manager.

**Summary of responsibilities and personal duties**

*Welcoming Visitors:*

* Provide a high standard of customer service and a warm welcome for visitors to Templemore Baths Heritage Space.
* Engage with visitors, answer visitor questions and queries.
* Assist visitors with booking tours and hiring audio guides.
* Provide visitors with a clean, tidy and safe environment at all times.
* Support orderly conduct by the public and prevent misuse and nuisance to others.

*Tours:*

* Welcome tour groups into the Heritage Space.
* Provide guided tours of Heritage Space for pre-booked groups.
* Research and develop additional stories to enhance guided tours.

*School Groups:*

* Support the Heritage Engagement Officer in delivering workshops for schools.
* Help create a safe and fun learning environment.
* Engage with teachers during sessions to tailor environment to suit students’ needs.

*Other:*

* Ticket reconciliation and management.
* Cover for Heritage Engagement Officer when necessary.
* Provide support at events in the Heritage Space including room set up, AV management and stewarding.
* Support and work alongside EastSide Partnership volunteers.
* Identify risks in the course of duty and take necessary remedial action.
* Gather information, monitor use and complete records as required.
* Ensure all work is carried out in accordance with Health and Safety at Work legislation, including the wearing of appropriate uniform as required. Administratively assist with first air, recording accident or incident details and reporting to management.
* Take part in on the job training. *Training will be provided for all aspects of this job with the opportunity to acquire a tour guiding qualification.*
* Undertake any other duties as may be required from time to time.

**Person Specification ESP/HA23**

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|  | **Essential** | **Desirable** |
| **Experience** | A minimum of 1 years’ experience in:  - Working in a customer/visitor facing role.  - Communicating and engaging effectively with a diverse range of people. | - Experience of working with primary school pupils.  - Delivering presentations, tours or workshops.  - Using POS and/or Box Office systems. |
| **Attainments/ Education** | - A good standard of literacy and numeracy | - WorldHost training |
| **Skills & Attributes** | - Ability to deliver excellent customer service.  - Excellent interpersonal and communication skills including good presentation skills.  - Welcoming, approachable and helpful.  - Ability to make decisions about individual working.  - Ability to work collaboratively and as part of a team.  - An understanding of the health & safety responsibilities attached to the role to ensure the safety of yourself and visitors.  - Good handwriting and comprehension skills with the ability to complete forms clearly.  - Ability to be creative, innovative and work on own initiative.  - Effective organisation skills.  - Excellent IT skills. |  |
| **Disposition** | - Well presented & inspires confidence.  - Self-motivated and initiative taking. |  |
| **Knowledge & Values** | - Knowledge of EastSide Tourism and EastSide Partnership  - Passionate about the heritage of east Belfast and Templemore Baths |  |
| **Circumstances** | - Ability and willingness to work flexible hours including evenings and weekends |  |

**Application Process ESP/HA23**

**Application**

* Completed applications must arrive by **12pm,** **Thursday 22nd June.**
* Applications should be sent by email to [Gillian@eastsidepartnership.com](mailto:Gillian@eastsidepartnership.com) and will be acknowledged by email. If not acknowledged please contact Gillian on 028 9045 1900
* Application MUST be by letter outlining how you meet all of the criteria in the person specification. The letter must be no longer than 2 x A4 pages, (minimum font size 10). You may also include a CV (max 2 x A4 pages, minimum font size 10) but please ensure that if you enclose a CV, you cover how you meet all criteria as detailed in the person specification, in your letter
* To be accepted the application **must** include the monitoring form
* Access requirements: Please let us know about any reasonable adjustments you may require during the recruitment process, including the application stage.
* We may only interview those applicants who appear, from the information provided, to be the most suitable in terms of the person specification provided.

**Equal Opportunities**

* EastSide Partnership is an equal opportunities employer. EastSide Partnership does not permit unlawful discrimination of any kind against any person on grounds which include gender, sexual orientation, marital status, religious belief or political opinion, race or disability. Unlawful discrimination is defined as treating a person less favourably than others are, or would be treated in the same or similar circumstances.

**Canvassing**

* Canvassing in any form will, if proved to the satisfaction of EastSide Partnership, disqualify a candidate for the appointment.

**Interviews**

* **Interviews will be held on Wednesday 28th June.** Please ensure your availability for interview on this date prior to application, as it will not be possible to arrange an alternative date.

**Job Description**

* The duties outlined in the Job Description serve as a guide to the current and major responsibilities of the post. These will inevitably vary as the role develops and the Job Description will be reviewed on a regular basis. Changes will be subject to consultation with the post holder.

*For office use only*

App Ref:

**Equal Opportunities Monitoring Form ESP/HA23**

**Private & Confidential**

We are an Equal Opportunity Employer. We do not discriminate on grounds of religious belief or political opinion. We practice equality of opportunity in employment and select the best person for the job.

To demonstrate our commitment to equality of opportunity in employment we need to monitor the community background of our applicants and employees, as required by the Fair Employment and Treatment (NI) Order 1998.

**Regardless of whether we practice religion, most of us in Northern Ireland are seen as Catholic or Protestant. We are therefore asking you to please indicate your community background by ticking the appropriate box below**.

**I am a member of the Protestant community**

**I am a member of the Roman Catholic community**

**I am a member of neither the Protestant nor Roman**

**Catholic community**

**Please indicate whether you are: Female**

**Male**

If you do not complete this questionnaire, we are encouraged to use the “residuary” method, which means that we can make a determination on the basis of personal information on file/application form.

Note: It is a criminal offence under the legislation for a person to “give false information in connection with the preparation of the monitoring return”.

**Background Information**



**EastSide Partnership** is a local charity leading the regeneration of east Belfast. Working alongside other community-based organisations, elected representatives, statutory agencies and local businesses, EastSide Partnership delivers a wide variety of projects with a clear mission to ‘make east Belfast a better place’ for residents, businesses and visitors.

EastSide Partnership aims to:

* Create an east Belfast that is a thriving cultural hub, where the arts are valued, creativity is for everyone and people are connected with each other and the wider world through **EastSide Arts**
* Promote the use and development of green open spaces, parks, rivers and off-road transport routes in east Belfast through **EastSide Greenways** including Connswater Community Greenway
* Help and support children in east Belfast to develop their abilities, reach their potential and experience success, whatever their background through **EastSide Learning**
* Contribute to the regeneration of east Belfast through the strategic acquisition, development and management of sites and properties through **EastSide Property**
* Coordinate and deliver responsible, sustainable and impactful culture-led regeneration, pushing boundaries to put east Belfast on the map through **EastSide Tourism**
* Raise awareness and help alleviate the impact of poverty in inner east Belfast through the **Scaffolding Project**

To find out more about EastSide Partnership visit:

* Website- [www.eastsidepartnership.com](http://www.eastsidepartnership.com)
* Twitter- @EastSidePship
* Facebook- facebook.com/EastSidePship
* Instagram- EastSidePship

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**EastSide Tourism**

EastSide Tourism, part of EastSide Partnership, aims to coordinate and deliver responsible, sustainable and impactful culture-led regeneration, pushing boundaries to put east Belfast on the map.

EastSide Tourism will fulfil our aim by:

* Positioning EastSide based on our collective strengths and in alignment with the strategic development of tourism in Belfast, Northern Ireland and island of Ireland.
* Empowering EastSide by investing in local people and local businesses to maximise our collective potential and proudly celebrate our rich cultural tapestry and modern-day personality.
* Creating Experiences unique to east Belfast, to enhance our city’s visitor offering and maximise the socio-economic impact of tourism on both people and place.
* Sustaining for the Future through a circular model of regenerative tourism development, adopting an entrepreneurial approach based on social economy principals and maximising partnerships both internally and externally.

***About Templemore Baths***

Templemore Baths are the last working Victorian public baths in Ireland and were opened in the late nineteenth century. They provided washing and sanitary facilities for the families who came to live in east Belfast attracted by the development of the Harland and Wolff shipyard and other manufacturing industries.

The redevelopment of Templemore Baths is part of Belfast City Council’s £105 million Leisure Transformation Programme for the city. The project has received £17 million investment from that programme along with a £5 million grant from The National Lottery Heritage Fund to restore the existing building to its former glory and extend to provide new facilities.

EastSide Partnership has been awarded the tender to manage the day-to-day visitor engagement programme for the heritage space and will work closely with GLL, Belfast City Council and The National Lottery Heritage Fund to bring this important space alive for the community and visitors.