



National
Trust

Role profile for a Conservation Assistant

Grade 10

Operations

You will undertake day-to-day care and cleaning of the historic building and its collections, for their preservation and presentation to visitors. You will engage with visitors about the conservation of the house and its collection and the history/story of the property.

What you will deliver

It's about great Conservation: You will understand and be familiar with NT guidelines for the care and presentation of the house. You will assist in the maintenance of conservation records to ensure an up to date and accurate record of the house and contents. You will assist in the implementation of preventive conservation measures within the property, including participation in routine and deep-cleaning housekeeping programmes.

It's about ensuring our visitors have a great experience: You will deliver your part in a culture of 'exceptional service, every time for everyone' by fulfilling our Service Promise behaviours. You will engage with visitors about the essential role of conservation, explain practices and techniques within your role and the history/story of the property.

It's about great teamwork: You will be an excellent team player working alongside colleagues and volunteers, helping to create a great place to work. You will support the house volunteers where required.

It's about working safely: You will comply with procedures to manage risk to yourself, your team, volunteers, visitors and contractors. You will undertake relevant training so that you can contribute to recovery and storage of collections following emergency salvage.

It's about using resources efficiently: You will strive to be efficient and ensure cost effectiveness in all the work you do. You will ensure housekeeping equipment, tools and materials are properly maintained and stored.

It's about helping to develop our knowledge of the house and its collection: You will communicate information gathered during housekeeping cleaning routines which contributes to understanding of the house and the collection and helps inform preventive conservation.

Our values and behaviours

Think Long Term

We look after special places for people for ever. We're dynamic, far-sighted and ready to lead for the long term. We behave in a sustainable way, reducing our impact on the environment and spending wisely to make sure we have the financial security to look after special places for ever. We keep things simple and are imaginative about finding better ways to do things.

Love Places

We love special places. We all value special places and the role they have in people's lives. We understand and keep their spirit alive, conserving our natural and cultural heritage for generations to enjoy. We celebrate the distinctiveness of our places, keeping them honest and authentic, not uniform, fake or unloved. We are all ambassadors for the Trust, promoting the importance of special places and the experiences they offer.

Inspire People

We inspire people to love special places. We're warm, welcoming and actively part of the communities around us. We encourage and listen to other people's views, needs and suggestions and we exceed people's expectations with our positive 'can-do' attitude. We thrive by involving people in what we do, inspiring them to share our passion for special places.

Share our Common Purpose

We work together to look after special places for ever, for everyone. We trust and empower each other to make the right decisions, working collaboratively and at pace. We build effective relationships, learning from each other and promoting simplicity, fairness, innovation and learning. As we work towards achieving our common purpose we're clear on what we're accountable for, making decisions within agreed frameworks.



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Scale & scope of the role

Reports to:

Senior House Steward or House Steward

Operating budget:

No regular budgetary responsibility but may have delegated responsibility for commissioning routine renewal, replacement and servicing of housekeeping equipment, tools and materials.

Line management:

No direct reports. May assist with the day to day supervision of volunteers working alongside placements / interns.

Area and nature of impact:

Part of the house team based at one site or supporting a portfolio of smaller properties.

May have day to day responsibility for a special area or aspect of preventive conservation.

Will perform basic tasks with minimum supervision, but able to organise own work to meet deadlines; involved in routine duties.

Will contribute to digital content, media, relating to house, history, collection.

The attached organogram shows where this role fits in with the team structure.

Author: House Role Profile Champion Group
Approved: Role Profile Steering Board

Approval date: 13.07.16

Knowledge, skills & experience needed

Good manual dexterity and eye-to-hand skills.

Willing to undertake training for NVQ/QCF Level 2 Cultural Heritage if appropriate.

Previous experience as Trainee Conservation Assistant or equivalent.

Demonstrable interest in history, historic properties and conservation of their collections.

Awareness and understanding of the core purpose and work of the National Trust.

Good understanding of preventive conservation.

Some knowledge of approach required when working with fragile historic collections.

Willingness to undertake continuing professional development and personal skills development through the NT skills framework and or other training frameworks.

Good team player.

Demonstrate an understanding of the volunteer journey in the Trust including being able to support volunteers to perform at their best.

Flexible approach, able to multi-task and work in collaboration with other departments.

Knowledge of Health and Safety & emergency procedures. Able to work from ladders and tower scaffold.

Good interpersonal and communication skills.