

Cumbria's Museum of Military Life

JOB DESCRIPTION

Job Title: **Temporary Museum Assistant (Seasonal)**
(Temporary contract from 5 April until 2 November 2024)

Hours: **14 hours** per week Friday & Saturday 0930 to 1700hrs
(inc. 30 minutes unpaid lunch) to Saturday 2nd November 2024

Holiday Entitlement: 46 hours

Responsible to: Museum Manager

Salary: National Living Wage - per hour:

	21 and over	18 to 20
April 2024	£11.44	£8.60

OVERALL PURPOSE

- To provide an engaging, enjoyable and safe visitor experience
- To provide digital opportunities for our online users

KEY AREAS OF RESPONSIBILITY

1. Provide excellent customer service to all museum visitors, answering enquiries and dealing with queries
2. Assist with running of Museum shop, handle shop monies and transactions
3. Supervise Volunteers and Work Placements whilst on reception desk
4. Assist, in an emergency, in the safe evacuation of the galleries following set procedures
5. Ensure the gallery is kept clean and tidy and the shop is kept fully stocked
6. Maintain day-to-day responsibility for health and safety
7. Assist the staff team with developing social media content

8. Undertake basic general administrative tasks including event bookings and data collection
9. Promote best practice in meeting the requirements of Health & Safety legislation and comply with other relevant statutory legislation and Trust policies
10. Undertake such other duties that are required from time to time and are commensurate with this position

Special Features

Occasional additional hours may be offered at the same rate of pay

JD – Feb2024

Person Specification:

All criteria are essential unless otherwise stated desirable (D)

Criteria	Competency
Education & Qualification	<ul style="list-style-type: none"> • GCSE English and Maths or equivalent
Experience, Knowledge & Understanding	<ul style="list-style-type: none"> • Experience of customer care in a public-facing role • Use of Word and Excel (D) • Experience of EPOS till systems (D) • Experience of cash handling (D)
Skills	<ul style="list-style-type: none"> • Numerate and literate • Attention to detail • Excellent communication skills both oral and written • Computer literate
Personal Qualities& Commitment	<ul style="list-style-type: none"> • Good team worker but ability to work on your own • Ability to communicate with people of all ages and backgrounds
Other Factors	<ul style="list-style-type: none"> • Flexible • Interest in History (D) • Physically able to move boxes, equipment, and furniture