



## **Weekend Museum Officer (6-month contract)**

**Brief Description of Job:** To provide a welcoming service to all museum visitors, ensuring an exceptionally high standard and consistent level of customer care and safety to all. To support Operations Officer in the security and health & safety of the Keswick Museum building at weekends

**Responsible to:** Operations Manager

**Responsible for:** Front of House Volunteers

**Hours of work:** The post covers Saturdays and Sundays 10am-4pm.

**Salary:** In line with National Minimum wage

### **Main Duties and Responsibilities:**

1. To have responsibility for security, fire prevention, and Health and Safety within, and for the building during working hours.
2. To be responsible in an emergency for contacting emergency services and keyholders, and if necessary for the safe evacuation of the building following set procedures.
3. To support volunteers in providing a welcome to all visitors and ensure service delivery standards are consistently high. Provide accurate information in a friendly, helpful and approachable manner.
4. To operate the till, follow cash handling and cashing up procedures
5. To stock the shop as necessary, carrying and lifting boxes of books etc
6. To help to maintain a clean, attractive museum in the exhibition and visitor areas, and reporting broken exhibits / faults immediately to the Manager.
7. To work with other members of staff, trustees, volunteers and our partners e.g. café, ensuring good communication by phone, email and face to face.
8. To set up rooms for meetings and provide support to events and activities as required.
9. To ensure that the premises and equipment at the Keswick Museum are in a proper working, safe, tidy, clean and secure condition, as far as reasonably practicable, and to take appropriate remedial action including reporting to the Manager any specific problems, which are likely to endanger the building, the collections or any person.

10. To deal with enquiries and complaints, from members of the public, user groups and other sources, referring such matters to the Manager where necessary.
11. To assist in the collection of audience evaluation through completion and analysis of market research with visitors and other occasional work associated with this.
12. To attend additional occasional staff training sessions as required and, where possible, to cover staff holidays in addition to usual hours.
13. The Post-holder may be required to undertake other duties which may be reasonably requested by the Manager, and which are compatible with the overall scope and authority of the role.

**Additional Requirements:**

14. To adhere to KMAG Management Ltd's policies. (Keswick Museum & Art Gallery Management Ltd)
15. To co-operate with and support KMAG Management Ltd's corporate procedures and initiatives, including appraisal and staff training and development.
16. To contribute to the environmental sustainability of the organisation, actively working to reduce the museum's carbon footprint.
17. To support the income generation aims of KMAG by being responsive and embracing new ways of working
18. To work flexibly to deliver KMAG's Forward Plan. The post holder will promote best value, excellence in customer service, a focus on continuous improvement and the promotion of these within the context of equality of opportunity and cultural diversity.
19. To promote best practice in meeting the requirements of Health & Safety legislation and to comply with other relevant statutory legislation and KMAG policies.
20. To at all times, treat the museum's customers and KMAG colleagues with politeness, respect and consideration.
21. To respect the confidentiality of information discussed within the organisation, maintaining discretion and loyalty to KMAG at all times.

## Person Specification:

*All Criteria are essential, unless stated as desirable (D)*

Criteria	Competency
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE or equivalent standard of education in English and Mathematics (D)</li> <li>• Emergency First Aid at Work Certificate (D)</li> </ul>
<b>Experience, Knowledge &amp; Understanding</b>	<ul style="list-style-type: none"> <li>• Experience of customer care in a public facing role (D)</li> <li>• Sales experience &amp; cash handling (D)</li> <li>• Use of Word and Excel programmes regularly in a work environment (D)</li> <li>• Responsibility for supervising volunteers (D)</li> <li>• Knowledge and genuine interest in the work of Keswick Museum</li> <li>• Operating an electronic till (D)</li> <li>• Working in a museum or other visitor attraction environment (D)</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Numerate &amp; literate</li> <li>• Careful attention to detail</li> <li>• Good communicator and listener</li> <li>• Computer literate (Excel, Word, Internet)</li> </ul>
<b>Personal Qualities &amp; Commitment</b>	<ul style="list-style-type: none"> <li>• Capable of working under pressure and dealing with difficult situations in a calm and confident manner</li> <li>• Physically able to carry out the manual handling of equipment and shop stock</li> <li>• Willing to accept responsibility and use initiative within given guidelines</li> <li>• Good team worker.</li> <li>• Ability to communicate with people of all ages and backgrounds</li> <li>• Flexibility</li> </ul>
<b>Other Factors</b>	<ul style="list-style-type: none"> <li>• Flexible approach to working hours</li> </ul>