

KESWICK MUSEUM

MUSEUM ASSISTANT

HOURS 0.8 FTE

Keswick Museum is open 7 days a week, and this role will cover visitor operations 4 days per week, weekend working is essential, and likely days will be Friday to Monday, with flexibility. The Duty Officer element means that you will be the responsible person and maybe the only staff member onsite (but always working with a volunteer as second person), in these circumstances your 30-minute lunch break must be taken on site.

Contract type: Part time, short term contract – 4 months, 4 days per week

Brief Description of Job: Provide a warm welcome to all museum visitors, ensuring an exceptionally high standard and consistent level of customer care and safety to all. Working alongside the Front of House volunteers to ensure the smooth operation of the museum. Responsible for the opening, closing, security, and health & safety of the Keswick Museum building when Duty Officer.

Responsible to: Operations Manager

Salary: NMW

Main Duties and Responsibilities:

Visitor welcome and retail

- Providing a warm welcome to all visitors and ensure service delivery standards are consistently high. Provide accurate information in a friendly, helpful and approachable manner
- Support Front of House volunteers when on duty to provide the visitor welcome.
- Follow cash handling and cashing up procedures
- Responsible for accurate daily ticketing and till procedures
- Maintain a clean, attractive museum in the exhibition and visitor areas, and reporting broken exhibits / faults immediately to the Manager
- Respond to telephone and email enquiries when required
- Maintain an attractive retail area with visual merchandising and great presentation, stocking up as necessary
- Promote retail offer to visitors
- Set up rooms for meetings and provide support for events as required
- Deal with enquiries and complaints, from members of the public, user groups and other sources, referring such matters to the Manager where necessary

Duty Officer

- Responsible for opening, locking up and setting security systems
- First aider whilst on duty
- Responsible for carrying out emergency procedures eg safe evacuation of the building, contacting emergency services and other keyholders if necessary
- To ensure that the premises, plant 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.
- To be a keyholder for Keswick Museum and to have responsibility for security, fire prevention, and Health and Safety within, and for the building during working hours
- Provide a weekend update to staff on the weekend's progress.

Other

- Be the primary point of contact for volunteers – including rotas, support, pastoral care
- Maintain regular communication with volunteers
- Compile volunteer hours
- Environmental monitoring for museum standards
- Complete routine testing of security and monitoring systems
- Complete regular Health and Safety checks
- Work with other members of staff, trustees, volunteers and our partners e.g. café, ensuring good communication by phone, email and face to face
- Attend additional occasional staff training sessions as required and, where possible, to cover staff holidays in addition to usual hours
- The post-holder may be required to undertake other duties which may be reasonably requested by the Operations Manager, and which are compatible with the overall scope and authority of the role

Additional Requirements:

1. To adhere to KMAG policies and procedures
2. To contribute to the environmental sustainability of the organisation, actively working to reduce the museum's carbon footprint.
3. To support the income generation aims of KMAG by being responsive and embracing new ways of working
4. 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.
5. To promote best practice in meeting the requirements of Health & Safety legislation and to comply with other relevant statutory legislation and KMAG policies.

Person Specification:

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

Criteria	Competency
Education & Qualifications	• GCSE or equivalent in English and Mathematics • Emergency First Aid at Work Certificate (D)
Experience, Knowledge & Understanding	• Experience of customer care in a forward-facing role • Retail experience and cash handling (D) • Experience of working alongside volunteers (D) • Experience or knowledge of working in cultural, heritage, arts or charity sectors (D) • Working as duty officer with keyholder responsibilities (D) • Knowledge of Health and Safety, the Equality Act and Safeguarding legislation (D)
Skills	• Excellent customer service skills • Attention to detail • Organised • Strong communicator and active listener • IT literate including MS Office
Personal Qualities & Commitment	• Capable of working under pressure and confident dealing with difficult situations in a calm and confident manner • Willing to accept responsibility and use initiative within given guidelines • Ability to work creatively and flexibly in a small team, supporting colleagues • Confident to be able to work as a Lone Worker • Empathetic and approachable
Other Factors	• Weekend working commitment • Enhanced DBS • Understanding of and commitment to Equality, Diversity and Inclusion