**Museum Assistant**

**This job improves the quality of life for the people of Bournemouth, Christchurch and Poole by helping to look after the Russell-Cotes Art Gallery and Museum – a unique piece of local heritage.**

Job Purpose & Objectives

**Details**

The Museum Assistant welcomes visitors to the Russell-Cotes as part of the Front of House team. You will provide direct visitor services and assist with the day-to-day running of the Museum on a casual basis. The role operates the welcome desk during opening hours and assists in cleaning the museum ready for the public.

Main Duties & Responsibilities

**Details**

Provide a warm welcome to all our visitors at the welcome desk assisting with enquiries and helping to ensure the visitor experience meets expectations. - daily

Sell entrance tickets and record visitor statistics, through the till, whilst providing orientation information at the welcome desk - daily

Undertake cleaning in the historic house and wider museum areas to the museum standard- daily

Process advance bookings by email and phone and undertake reception duties, directing phone calls and messages - daily

Undertake retail duties at the welcome desk, making sales, up-selling, re-stocking and cashing up at the end of the day - daily

Help generate income for the charity through actively seeking gift-aided donations and participating in fundraising initiatives - daily

Assist the Visitor Services Assistant with museum security through monitoring CCTV, patrolling and by following museum security protocols to ensure the security of the building - daily

Help conserve the historic house and collections through good conservation practices including encouraging visitors to leave large bags and wet coats at reception - daily

To assist visitors with special access requirements and to welcome all our diverse visitors - daily

To be aware of the Health and Safety issues and to assist with fire evacuation

Assist with the handling and porterage of all deliveries to the museum and to assist with porterage of museum collections as directed. – daily

Help provide sickness, emergency or absence cover for the roster, particularly weekends, and to be available to carry out evening duties for functions and events held at the museum and on a pre-arranged basis

Supervisory/Managerial Responsibilities

**Details**

Not applicable

Communication/Contacts

**Details**

The post requires daily contact with members of the public both in person and on the telephone, professional visitors, colleagues within the authority and with the Russell-Cotes volunteers

Career Path Linked to this Post

**Details**

Not appropriate

Additional Information

**Details**

The role will work shifts as detailed in the roster on a pre-arranged basis including evening events, weekend and bank holidays. Good customer care skills are required along with the ability to be on ones feet for long periods of time, manage stairs and undertake lifting. It is part of the role to become museum aware and training is given in the history of the Russell-Cotes and conservation practises.

General Information for all Posts

This is an outline job description only and the post holder will be expected to undertake the duties commensurate within the range and grade of the post or any lesser duties as directed by the Service Director/Headteacher.

NB: The aim of the job description is to indicate the general purpose and level of responsibility of the post. Please be aware that duties may vary from time to time without changing their character or general level of responsibility. Duties may be subject to periodic review by the Service Director or nominated representative (in consultation with the postholder) to reflect the changing work composition of the business.