

Hertford Museum Job Description



HERTFORD MUSEUM

Inspiring Generations

Alternate Saturday Museum Support Assistant

Contract: Permanent

Salary: National Living Wage (NLW 18-20, £6.15; NLW 21-24, £7.70; NLW 25+ £8.21)

Hours: 10am-5pm Every Other Saturday

(This post may require some weekend or evening work on occasion to facilitate events for which the post holder will receive time off in lieu.)

Main purpose of post: Delivery of front of house service

Responsible to: The Curator

Key activities:

- To act as a first contact and welcome to visitors from the front desk
- Answering the telephone
- Assisting visitors
- Answering straightforward enquiries
- Museum opening and closing procedures
- Directing museum emails
- Shop sales and enquiries
- Maintaining good order in the shop
- Stock taking
- Cashing up
- Maintenance of the museum resource room
- Facilitating image purchases
- Electronic and paper mail shots
- Event support (some of which may be out of usual working hours).
- Key holder

To assist the Shop Manager, the Curator and other museum staff with public services as requested.

To be part of the Museum team and to carry out all other reasonable duties as requested by the Curator and in accordance with the policies of Hertford Museum.

To take reasonable care of health, safety and welfare of self, other persons and resources while at work and in the course of service delivery, in accordance with the responsibilities placed on the Museum by current legislation.

Person specification:

The ideal candidate will be proactive, friendly, courteous and have extensive customer service skills and previous retail experience. An interest in local history is essential as is the ability to work with a wide range of people.

	ESSENTIAL	DESIRABLE
Experience		
Excellent customer service skills	E	
Retail/shop experience including cash handling	E	
Skills		
IT – familiarity with the internet and Microsoft office programmes such as outlook, word and excel.	E	
Window dressing		D
Security and Health & Safety awareness		D
Personal Qualities		
Communication skills	E	
Punctual and reliable	E	
Friendly and courteous manner	E	
Willingness to learn	E	
Interest in local history and/or Hertford Museum	E	
Ability to work under pressure as part of a team	E	
Ability to interact with a wide range of people	E	

Please apply to the Curator enclosing a copy of your CV and a covering letter **detailing how you meet the person specification criteria.**

Applications should be emailed to sara@hertfordmuseum.org.uk or posted to:

Sara Taylor

Curator

Hertford Museum

18 Bull Plain

Hertford

SG14 1DT

Closing date for applications: 6th January 5pm