**MUSEUM SATURDAY ASSISTANT**

**Job Description**

**Post title**: Museum Saturday Assistant

**Day: Saturday**

**Hours: 9:30-5:30 7 hours + 1 hour’s unpaid lunch break**

**Rate of pay: £10.42 per hour**

**Purpose of job**

 • Ensure the museums opens on time, is ‘visitor ready’ and closes safely at the

 end of the day

 • Ensure all visitors to the museum are welcomed warmly and encouraged to

 engage with the museum’s exhibitions and collections

 • Ensure all visitors receive a high-quality experience with excellent customer

 focus and care

**Main tasks**

 • Provide a first-class welcome to all visitors on arrival

 • Provide details of, and sell, admissions tickets and promote Gift Aid

 • To carry out all financial processes accurately, including retail sales and

 cashing up

 • Be responsible for day to day operation of the shop, serving customers,

 restocking items and ensuring it is clean and tidy

 • To be a reception point of contact, answering phones, queries and referring

 visitors to the appropriate staff member

 • Work alongside colleagues and volunteers and have a flexible approach to working in team situations

 • Be aware of, and prepare for, pre-booked visitors

 • Ensure visitor numbers are accurately recorded

 • Undertake the collection of visitor data and feedback

 • Adhere to museum policy on Health and Safety at Work

**Personal Specification**

**Essential**

• Experience of delivering high quality customer/ visitor service in a public facing environment

• Willingness to engage with a diverse range of visitors making all feel welcome

• Sales experience including cash and card payment handling

• Ability to carry out financial processes accurately

• Well organised and punctual

• Ability to work well in a team

• Excellent communication skills – both verbal and written

• Good problem-solving skills and ability to be sensitive and resolve issues quickly with a solutions

 focused approach

• High personal presentation standards

• Knowledge of equality and diversity and the demonstrable ability to treat everyone with courtesy

 and respect

* Good standard of education to include English and Mathematics GCSE at level 4 or above, or equivalent.

**Desirable**

• Experience of working with a range of people, some of whom may have additional needs

• Experience of undertaking customer feedback

• Experience of working with children and families

• Passion and interest in working in a heritage setting

• Interest in military history and heritage

**How to apply**

Please send us an up-to-date CV and letter of application outlining your suitability for the post by 5pm on Monday 12 December.

Interviews will be held the week commencing Monday 9th January 2023.

You can email your application to

jobs@yorkarmymuseum.co.uk

or post to

York Army Museum

3 Tower Street

York

YO1 9SB