



Job Description

Post:	BPT Museum Assistant
Terms:	Fixed term contract until 31 December 2022 Hourly rate of £9.53/hour plus paid holiday Casual hours available
Reporting to:	Director of Museums
Purpose of role:	To provide cover as required at any of the BPT's four museums (No.1 Royal Crescent, Museum of Bath Architecture, Herschel Museum of Astronomy and Beckford's Tower) to ensure the opening and smooth running of the museums.

Key responsibilities

The role may be required to provide support at any of the BPT's four museums. As such the requirements of the role will vary depending on the location (as lone working is required in some museums). As such the following is not an exhaustive list but is to give an idea of the scope of the role. In addition, the post holder may be required to undertake other duties and responsibilities compatible with the overall scope of the post.

- Opening and closing the Museum, unlocking and locking up all the rooms; deactivating and setting the intruder alarm.
- Oversight of the museum floor including carrying out cleaning regimes and monitoring supplies required for staff and visitor PPE, sanitizing stations, toilets, visitor literature and any other processes that form part of the daily visit.
- Making sure the museum is ready for opening including audio visual equipment, ticket stocks, visitor literature and retail merchandise. Restocking/checking during the day and advising the appropriate manager, when stock requires re-ordering.
- Checking tills in the morning (cashless payments only).
- Recording takings on a daily basis (cashless payments only).
- Sale of admission tickets, guide books and other merchandise from the museum shop, as well as ordering and managing deliveries of stock as needed.
- Providing a friendly welcome to visitors, dealing with general visitor queries and responding to telephone enquiries.
- Providing support for out of hours activity including leading guided tours and supporting events.
- Completing visitor survey and Gift Aid forms as applicable.
- Responsibility for health and safety issues as they affect the visitors and staff including the security of the building. This includes first aid response, fire response and regular alarm/evacuation testing and recording and CCTV monitoring.
- To cover any extended opening-up periods, for example special bookings, evening tours and lectures.
- To act as an emergency key holder when required.

PERSON SPECIFICATION

Essential:

Experience of working with the public in a customer facing role
Experience of working in a public space and maintaining presentation and hygiene standards, especially cleaning
Experience of giving good customer service
Experience as a key holder
Trustworthy and reliable
Numerate
Experience with tills

Desired:

Experience of working within a museum
Experience of carrying out health and safety procedures and regular monitoring
Experience of carrying out fire safety procedures and regular monitoring
Experience recording daily takings and problem solving till discrepancies
Experience of monitoring stock
Experience of giving guided tours
Knowledge of the long Georgian period to inform a related activity programme
Experience working with partner organisations to support museum programming
Experience of ordering and displaying retail merchandise

In addition, lone working, availability to work at weekends and manual handling will be required.

Working hours:

Shifts will vary, to cover regular staff holiday and sick leave as well as to cover events and tour bookings. Weekend availability is essential.

Minimal opening currently committed is as follows;

No.1 Royal Crescent opens Tue - Sun, 10am - 5.30pm from Tue 1 Feb - Sat 31 Dec

Herschel Museum of Astronomy opens daily, 10am - 5pm from Tue 1 Feb - Sat 31 Dec

Beckford's Tower opens Saturday Sunday and bank holidays, 11am - 4pm from Sat 5 March - Sun 30 October

Across all museums, guided tours and events take place outside these times.