



### Job Description

<b>Post:</b>	<b>BPT Museum Assistant</b>
<b>Terms:</b>	Fixed term contract until 31 December 2022 Hourly rate of £10.30/hour plus paid holiday Regular Saturday or full weekend shifts and casual hours, mostly available at weekends
<b>Reporting to:</b>	Front of House Manager
<b>Purpose of role:</b>	To provide weekend 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  
Nuerate  
Experience with tills

### **Desired:**

Experience of working within a museum  
Experience of carrying out health and safety procedures and regular monitoring  
Experience of carrying our 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:**

We have a regular shift available at the Herschel Museum of Astronomy that could be either every Saturday or Saturday and Sunday on alternate weekend.

Casual 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

Museum of Bath Architecture, periodic opening to support temporary exhibitions and events

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