



## Job Description

<b>Post:</b>	<b>BPT Museum Assistants</b>
<b>Terms:</b>	Salaried roles available at Beckford's Tower on Saturdays and Sundays. Shifts are available 9.30am to 2.30pm, 12pm to 5pm and 1pm to 5pm.  Salary based on £10.90/hour increasing from April 2024 to £12/hour. Annual leave entitlement pro rata of 34 days/year inclusive of bank holiday entitlement
<b>Reporting to:</b>	Beckford's Tower Learning & Engagement Officer
<b>Purpose of role:</b>	To ensure the opening and smooth running of Beckford's Tower and Museum. BPT Museum Assistants also 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)

## Key responsibilities

Museum Assistants 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). 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 and landscape, unlocking and locking up all the rooms and outdoor spaces; 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 and email 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 lectures and events.
- To act as an emergency key holder when required.
- To fulfill basic admin tasks as applicable to the role
- To cover any other tasks commensurate with the role where required.

## **PERSON SPECIFICATION**

### **Essential:**

Experience of working with the public in a customer facing role

Experience of giving good customer service

Experience as a key holder or equivalent responsibilities

Trustworthy and reliable

Numerate

Experience with tills

### **Desirable:**

Experience of working within a museum

Experience of working in a public space and maintaining presentation and hygiene standards, especially cleaning

Experience of carrying out health and safety procedures and regular monitoring

Experience of carrying out fire safety procedures and regular monitoring

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 evenings and weekends and manual handling will be required.**

### **Working hours:**

Salaried roles available at Beckford's Tower working on Saturdays and Sundays.

The available shifts are 9.30am to 2.30pm, 12pm to 5pm and 1pm to 5pm

Additional casual shifts to cover holiday and sickness absence and to cover events and tour bookings at all our museums may be available.

### **BPT Museum opening in 2024**

No.1 Royal Crescent opens Tuesdays to Sundays 10am to 5.30pm 1 February to 31 December 2024

Herschel Museum of Astronomy opens Tuesdays to Sundays 10am to 5pm 1 February to 31 December 2024

Beckford's Tower and Museum opens Saturdays, Sundays and Bank Holidays 10.30am to 4pm March to October and 10.30am to 3pm during November and December (shift times at this site will be adapted during the winter months)

Museum of Bath Architecture will have periodic opening to support temporary exhibitions and events.

Across all museums guided tours and events also take place outside of these hours.