

## **JOB DESCRIPTION**

**Job Title:** Museum Attendant

**Reporting to:** Museum Manager & Visitor Operations Manager

**Location:** National Motor Museum Building

**Rate:** £12.71 per hour Plus holiday pay

**Hours of Work:** Hours will be variable and will include weekend working

**Term:** 6 months fixed contract due to funding.

**Objective:** To contribute to the visitors' enjoyment of the Museum and its exhibits by providing as much information as possible. Assisting with directions, access for pushchairs and wheelchairs. To ensure maximum visitor satisfaction and safety. Assisting with fire evacuation and generally being bright, cheerful and helpful.

### **Main Duties:**

- To undertake duties as allocated in accordance with training provided following instruction given by the Museum Manager.
- Provide courteous greetings and engage in conversation with our visitors in an open and genuine manner answering their questions to the best of your ability.
- To ensure cleanliness and tidiness of the area as a whole including cleaning the exhibits, fixtures and fittings within the Museum when required or directed by the Museum Manager.
- To open and close the Museum as required following set procedures, activating and deactivating the Museum alarm.
- To adhere to the company's standards and operating procedures in health and safety policy, risk assessment and uniform.
- To ensure the Museum exhibits are to the best of your ability protected and not subject to damage by visitors.
- To politely ensure visitors refrain from smoking, eating and drinking within the Museum.
- To be available to work at times other than the rota for special visits or corporate functions.
- On occasions, as and when required, to work with the wider Front of House team
- To check the Museum diary on a daily basis to see what is pre-planned for that day and liaise with front of House Team.
- To undertake any other reasonable tasks requested by the Museum Manager.
- To assist with vehicle movements, in accordance with risk assessments and H&S protocols.