

Job Description and Person Specification Profile

Job Title	Casual Museum Attendant
Job ID	B45
Service	Cultural and Customer Services
Grade	C
Reporting to	Samantha Babrovskie

The Role

Tameside Museums and Galleries are looking for a flexible and enthusiastic person to join our front of house team to help us to deliver services of the very highest standard. Based predominantly at Portland Basin Museum, the role includes greeting visitors, ensuring the safety of exhibits, answering enquiries, setting up for school visits and serving in the museum shop.

You will enjoy meeting people and have excellent communication skills. You will want to set exceptionally high standards of customer care.

You will have basic clerical skills, including some experience of cash handling and record keeping. You will have customer care experience, enjoy working as part of a team and also be able to work independently. An interest in history is desirable.

This role is physically demanding and involves setting up tables and chairs, carrying museum object boxes, cleaning up after activities and patrolling the museum.

You will be required to potentially work weekdays, weekends and Bank Holidays. Please note this role is casual and work will be irregular.

Main Duties and Responsibilities include:

- To oversee public attendance at Portland Basin Museum during opening hours and answer routine enquiries from members of the public.
- To assist with the general running of the museum/gallery.
- To invigilate the museum exhibits through regular patrolling and report any building faults, breakages or thefts.
- To maintain statistical records as required.
- To assist with the running of retail provision across museums and galleries – including using an electronic till, pricing stock up and serving customers.
- Prepare facilities for events and activities.
- Set up tables, chairs and activities for school workshops.
- To undertake appropriate training as required.
- To positively promote the museums and galleries in Tameside.
- To assist with the basic cleaning and housekeeping of objects on display as required by the Curator.

- To undertake such duties as reasonably correspond to the general character of the post and its level of responsibility.

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may also be required to carry out any other duties appropriate to the grading of the post.

About You

Your essential qualifications

- At least 4 GCSEs grade C or above

Your essential skills, knowledge and experience

- Working in a public facing role.
- Numeracy skills, including cash handling.
- Excellent customer care skills.
- Ability to work well in a team.
- Be able to work unsupervised.
- Excellent interpersonal and communication skills.
- Basic computer skills for answering emails, operating the till and using shop stock spreadsheets.
- Manual handling skills.
- An understanding and commitment to equal opportunities.
- An ability to fulfil all spoken aspects of the role with confidence through the medium of English

If you have the following experience or qualifications – then that's great!

- An interest in history.
- Previous experience of working in a museum or gallery.
- Experience of working with community groups, school groups or special interest groups.
- Stock control and retail experience.

Our employees’ skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

What can you expect from us?

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

Working together, we are proud to work for Tameside

Our STRIVE values underpin our practice and behaviours and are at the heart of everything that we do:

