

Museum Assistant, Casual zero hours contract from April 2023

National Minimum Wage: £7.49 - £10.42/hr (depending on age)

The Museum of Royal Worcester (MoRW) is an independent museum and charitable trust looking after and celebrating the largest collection of Worcester porcelain in the world and its unique archive in the place where it was made. We work to inspire, surprise and delight people across the world with Worcester's porcelain heritage, sharing this with future generations from its home in the heart of Worcester. The Museum is located in historic premises in Severn Street adjacent to the regenerated Royal Porcelain Works complex and minutes from the centre of Worcester and the River Severn.

We currently have opportunities for casual Museum Assistants to join our team supporting every aspect of our welcome for visitors including Museum reception, sales and other duties in the Museum Shop, supporting our Paint-Your-Own-Pottery experience, and our group visits, hires and events. We're looking for friendly, polite and well-presented candidates to support the excellence of our visitor experience and our Covid-19 recovery. The MoRW has a small passionate team and suits individuals with energy, enthusiasm and a collaborative approach.

This is a casual zero hours role reporting to the Museum Director with supervision from senior Front-Of-House team colleagues. Training on specific duties will be provided. Hours available will vary according to opening hours, visitor/event bookings, and holiday and illness cover required and are likely to include some weekend and evening working. Rotas are planned 8 weeks ahead.

The Museum is a Covid-secure workplace with social distancing and hygiene measures in place.

To apply, please email a CV and covering letter to the Museum's HR Consultant Deirdre Myers at deirdre@mh-humanresources.co.uk

Closing date: 6 March 10am

Interviews will be held on Wednesday 15 March in person or on zoom

Job Description

Overall purpose of role

To provide an excellent visitor welcome and high standards of customer service across the Museum's public-facing activities, both in person, over the phone and via email. To support audience and income targets through maximising ticket, sales and donation income.

Key tasks and responsibilities

- Provide a warm welcome to a broad range of visitors, providing relevant information to encourage and enhance their visit and raise awareness of everything the Museum has to offer
- Administer ticket sales and take bookings and payment, including using the Art Tickets online booking system, encouraging visitors to use the Gift Aid scheme where appropriate
- Display and sell shop merchandise, assisting customers in their choice of purchases and seeking out appropriate opportunities for upselling
- Support visitors to undertake the Museum's Paint-Your-Own-Pottery experience by setting them up with this self-led activity, recording participant information in order to get their glazed and fired piece to them
- With training and supervision support the glazing of PYOP items, packing and unpacking the kiln, and postage/collection of items
- Promptly fulfil Shop orders received via the internet, packing and assisting with arranging postage if required
- Provide assistance at events held at the Museum, including setting up and clearing away furniture and equipment, greeting attendees, preparation and serving of hot drinks and light refreshments
- Support Museum volunteers and demonstrators, eg. ex-Royal Worcester artists, to get set up and feel welcome and looked after during their time with us
- Maintain a covid-secure environment, ensuring all visitors follow the established protocols
- Be responsible for cash handling, cashing up and recording sales data to support analysis and reporting
- Accurately record visitor numbers, data and feedback to support performance monitoring, including completing surveys with visitors



Role Description and Person Specification

- Replenish, Dust, clean and tidy Shop displays and ensure a high level of housekeeping is maintained throughout the shop
- Assist the Director with the pricing and accounting of stock and control of stock and reordering supplies or shop merchandise
- Record and securely store gift aid declaration, donated items scheme, and Friends Membership information, liaising with the Museum and Events Assistant on these areas
- Respond to queries in person, on phone, by email and social media, providing information or directing to colleagues as appropriate
- Carry out light administrative duties such as printing, typing, copying, laminating, relaying messages or assisting with mailouts
- Ensure all data is stored and handled in accordance with GDPR and company policy and procedures
- To be familiar with and implement the Museum's policies including Customer Service, Equal Opportunities, Safeguarding and Health and Safety policies
- Observe procedures, measures and guidance for security and care of collections and archive material as instructed by the Museum Director and collections staff
- To undertake training and development considered necessary for the better execution of the role
- Any other duties as may reasonably be required by senior management and trustees.

Museum Assistant

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Good standard of education, including GCSE Grade C or above in Maths and English 	
Experience	<ul style="list-style-type: none"> • Experience of working in a retail or other customer-facing environment • Experience of handling cash and card payments 	<ul style="list-style-type: none"> • Experience of working in the heritage sector • Experience of supporting events
Skills and knowledge	<ul style="list-style-type: none"> • Excellent customer service skills • Good level of numeracy 	<ul style="list-style-type: none"> • Competent in MS Office including Excel and Word, and Email applications • Knowledge of the Gift Aid scheme • Knowledge of food hygiene requirements
Personal attributes	<ul style="list-style-type: none"> • Professional, polite, and reliable • Friendly, personable and enjoys working with a wide range of people • Good teamworker, able to support others 	<ul style="list-style-type: none"> • Interest in arts/heritage
Other	<ul style="list-style-type: none"> • A commitment to the Museum's purpose and values and the heritage it stewards 	