

Visitor Experience and Retail Assistant (Friday Lates)

This is an exciting time to join the Brunel Museum. Along with a new Director who joined the organisation in January, you will play a key role in the Museum's post-COVID recovery, developing and driving a customer focused commercial operation.

As we continue our journey, we are looking to grow our pool of casual staff to support Museum activities and events during weekends, evenings and school holidays. As we look ahead to summer opening, we are looking for someone who can deliver excellent customer service during our late Friday opening.

You will lead the Front of House volunteers in the delivery of an outstanding customer journey for the Brunel Museum. This varied role involves supporting the operations of the Museum site and maximising income from ticket sales, gift aid and donations, retail, venue hire, partnerships and events.

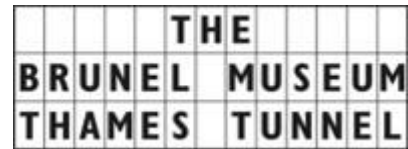
Conditions of work

- Fridays , 2.30pm to 7.30pm
- Salary: £11.05 per hour (London Living Wage)
- Reporting to the Museum Director
- 6 month contract starting 29 April to 28 October

Job description:

Museum Operations

- To act as Duty Manager including:
 - Oversight of the Museum shop, ensuring that it is well maintained and stocked
 - Managing the relationship with onsite partners, Midnight Apothecary, including end of shift handover
 - Being the first point of contact for museum enquiries by phone or email
 - Ensuring KPIs are recorded at the end of each operational day
 - Overseeing the volunteer tour guides to deliver outstanding customer service,
 - train new volunteers as required
- Cash banking as required
- Ensuring office supplies remain well stocked
- Delivering tours of the Brunel Museum Tunnel Shaft as required – Training provided



Events

- Delivering onsite support for venue hire bookings (setting up chairs, tables etc) where needed
- Delivering site visits for potential venue hire clients as required

Health and safety

- Ensuring the security of staff, visitors and collections
- The ability to safely carry out some heavy lifting / manual tasks, when necessary
- Any other duties as requested by the Director

Experience and skills

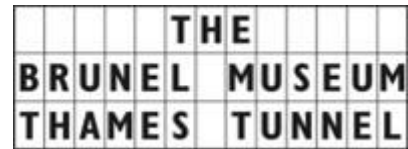
- An awareness of volunteer management
- Good communication and tour delivery skills
- Commitment to delivering excellent customer service
- Ability to work as part of a team
- Ability to work effectively with partners and stakeholders
- Experience of working or volunteering in a museum, gallery or heritage environment
- Demonstrated understanding of the security and preservation needs of museum collections
- Experience of managing health and safety in a public environment
- Flexibility and adaptability
- Good problem solving skills
- Good time management and prioritisation skills

Desirable:

- Experience of producing interpretation, marketing or promotional material
- First Aid qualified
- Experience of event delivery

The required knowledge, skills and experience can be demonstrated through qualifications, work experience, voluntary experience or ongoing professional development as relevant

Any questions about the role should be directed to the Director, Katherine McAlpine in the first instance, Katherine.mcalpine@thebrunelmuseum.com



Deadline: Please apply with a CV outlining your relevant experience and a covering letter explaining why you want to work at the Brunel Museum, and how you meet the required experience and skills by **9am, Wednesday 30 March**.

Interviews are expected to take place w/c Monday 4 April.

The Brunel Museum, Railway Avenue, London, SE16 4LF
www.thebrunelmuseum.com

Please note that The Brunel Museum is committed to equal opportunities in employment and ensuring that no one is denied opportunities or discriminated against through prejudice or exclusion due to characteristics protected under the Equality Act. The successful candidate will be subject to an enhanced disclosure from the Disclosure & Barring Service and appropriate references.

If you have a disability which means you are unable to meet some of the job requirements, specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be short-listed and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Appendix 1

The Brunel Museum's Charitable Objects:

1. To preserve and encourage the preservation for the public benefit of the Engine House situated in Rotherhithe Street, Greater London and the precincts thereof by such means as may be necessary.
2. To educate the public in the appreciation of the engineering works of Marc and Isambard Brunel, particularly the construction of the Thames Tunnel, and to publish and catalogue, leaflet or other material in connection herewith; and
3. To provide a recreational facility for local residents and for the public at large at Rotherhithe and, subject thereto, to generally enhance the surrounding conservation area.

The Brunel Museum's 6 Strategic Aims 2019- 2024

1. We will put place-making at the heart of Brunel's London story.
2. We will interpret broadly the many stories of our buildings and our collection.
3. We will bring more people to Brunel's story and legacy.
4. We will help to inspire a new generation of engineers.
5. We will encourage growth and sustainability through commercial prowess.
6. We will ensure effective governance and administration.

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