

THE LIBRARY AND MUSEUM OF FREEMASONRY

Visitor Assistant (full time)

Role description

The purpose of the role is to ensure that every visitor has the best possible experience and shop sales are maximised. No prior knowledge of freemasonry is required.

The post-holder is line managed by the Visitor Services Manager in the Library and Museum of Freemasonry. They also report to the Letchworth's Shop Manager regarding retail matters.

Key responsibilities:

- Provide a warm visitor welcome, communicating key information
- Answer visitors' questions and engage them with the collections
- Deliver guided tours
- Proactively encourage shop sales drawing on product knowledge
- Ensure shop is well stocked and presented
- Operate the till following standard operating procedures
- Assist with cashing up and financial administration
- Invigilate museum galleries
- Act as a fire marshal
- Assist with administrative tasks
- Assist library users
- Light cleaning duties as required
- Additional project work as required, which may be collections or retail based
- Any other duties appropriate to the role as required

Person specification

(E) means Essential; (D) means Desirable

Qualifications

- Good degree in history, humanities or similar (D)
- Qualifications in museum studies, customer service or retail would be an advantage (D)

Experience

Relevant experience may be obtained through paid work, studying, voluntary work or other responsibilities.

- Delivering excellent customer service (E)
- Working in a museum or heritage environment (E)
- Some retail experience, including cash handling, replenishing stock, presentation and hygiene preferred (D)
- Experience of delivering guided tours or similar (D)

Knowledge

- Some knowledge of British history since 1700 would be an advantage (D)

Skills

- Excellent customer service (E)
- Excellent verbal communication in English (E)
- Good personal presentation (E)
- Demonstrated ability to work effectively as part of a team (E)
- Knowledge of foreign languages would be an advantage (D)
- Selling skills (D)
- Ability to display shop stock attractively (D)
- Demonstrated ability to learn new information quickly (E)
- Physical ability to move boxes of shop stock, retrieve library books from bookstacks and patrol galleries for extended periods (E)

Hours of work

35 hours per week on a rota, to include up to one in two weekends on average plus occasional evenings.

Salary and benefits

The salary is £20,700.

Other benefits include:

- Health insurance
- Membership of the United Grand Lodge of England's contributory pension scheme
- Interest-free season ticket loan