

# THE LIBRARY AND MUSEUM OF FREEMASONRY

## Visitor Assistant (Saturdays)

### 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
- 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
- Deliver guided tours if required
- Light cleaning duties as required
- Any other duties appropriate to the role as required

### Person specification

(E) means Essential; (D) means Desirable

#### Qualifications

- Qualifications in history, humanities or similar is desirable (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.

- Demonstrated commitment to working in a customer-facing role in a museum environment (E)
- Experience of working in customer service (E)
- Some experience of working in a museum or heritage environment is preferred (D)
- Some retail experience, including cash handling, replenishing stock, presentation and hygiene preferred (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)
- Knowledge of foreign languages would be an advantage (D)
- Good personal presentation (E)
- Demonstrated ability to work effectively as part of a team (E)
- Selling skills (D)
- Ability to display shop stock attractively (D)
- Demonstrated ability to learn new information quickly (E)

## **Hours of work**

Saturdays 9.30 – 5pm with 30 minutes' unpaid lunch break

As the Museum is currently closed on Bank Holiday weekends (4 per year), the post-holder is not currently required to work on these Saturdays but this may change in the future.

## **Salary and benefits**

The salary is £20,700 pro rata.

Other benefits include:

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