



THE OLD
OPERATING
THEATRE
MUSEUM &
HERB GARRET

Front of House & Museum Assistant

JOB TITLE:	Front of House & Museum Assistant
Contract:	Fixed Term, January-December 2022
Hours:	Thursdays-Sundays, 10am – 5.30pm
Salary:	£21,500 pro-rata
Closing Date:	5pm, Monday 6 th December 2021
Interviews:	Thursday 16 th December 2021
Starting Date:	Thursday 6 th January 2022

PURPOSE OF THE JOB

The Lord Brock Trust is seeking to appoint a part-time Front of House & Museum Assistant to work onsite at the Museum 4-days a week throughout its bicentenary year. This is an exciting time to be joining organisation as we mark 200 years since the building of the operating theatre in the roof of St Thomas' Church, and the Museum's 60th anniversary.

Funded through a [National Lottery Heritage Fund grant](#), the Front of House & Museum Assistant will be an integral part of the team during our bicentenary year, delivering a safe, engaging and memorable experience to our visitors. You will provide a friendly and efficient welcome sharing information about the Museum and its collection to our visitors, carry out shop sales, support the gathering of feedback from the public, as well as providing assistance in general administrative tasks.

KEY RESPONSIBILITIES

The Front of House & Museum Assistant will be a first point of contact to our visitors, both in terms of answering emails enquiries, through to greeting them onsite, and will provide a positive, friendly, welcoming, and safe environment.

Key tasks include:

- Preparing the Museum for public opening, overseeing the space to ensure the comfort and safety of all visitors.
- Monitoring and issuing visitor tickets via our ticketing software, Ticketsolve (training will be provided);
- Issuing visitor tickets via the till and taking cash and card payments;
- Ensuring the Welcome Desk looks presentable at all times, clean and tidy, the shop is well-stocked, and carrying out shop sales;
- Cashing up daily takings, recording as required, and depositing takings with the bank;
- Answering visitor questions about the Museum and the local area;
- Maintaining stationery and cleaning stocks, and carrying out weekly fire detector and emergency lighting tests (training will be provided);

- Providing administrative support through the monitoring of the Museum's Info email account, dealing with enquiries and coordinating the bookings calendar;
- Assist with the administration and running of events and activities held at the Museum;
- Support and co-ordinate the Welcome Host volunteers;
- Act as a fire marshal during any evacuation procedure (training will be provided).

GENERAL RESPONSIBILITIES

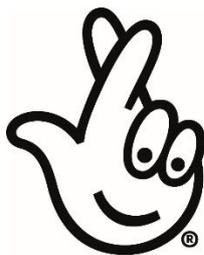
- Follow all policies and procedures in line with the Museum's requirements including, health and safety, first aid, fire evacuation and security;
- A commitment to equal opportunities;
- A commitment to continual professional development.

HOW TO APPLY

To apply, email your CV and a covering letter outlining your interest and suitability in this role to Sarah Corn, Director, on sarah.corn@oldoperatingtheatre.com by Monday 6th December 2021, 5.00pm.

The Old Operating Theatre, Museum and Herb Garret is an Equal Opportunity Employer. We are committed to treating all applicants and employees fairly and equally regardless of race or colour, nationality or national or ethnic origin, religion or religious belief, political belief, parental or marital status, class or social background, sex or sexual orientation, disability, or age.

We are an accredited Living Wage Employer.



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**Heritage
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PERSON SPECIFICATION

Quality	Essential	Desirable
<i>QUALIFICATIONS & TRAINING</i>		
GCSEs or equivalent A-C, in particular, English and Maths	✓	
Wellcome Host / Customer Service qualification or equivalent		✓
<i>EXPERIENCE & KNOWLEDGE</i>		
Retail experience in a customer facing role	✓	
Cash handling and use of e-pos systems, processing transactions accurately	✓	
Proven ability of dealing with a wide range of customers and needs, to a high standard	✓	
Awareness of Front of House Operations and Security procedures in a Visitor Attraction		✓
<i>SKILLS & COMPETENCIES</i>		
Interest in nineteenth-century history		✓
Awareness of PCI Compliance and General Data Protection Regulation		✓
Organisational skills and an ability to prioritise tasks	✓	
Excellent verbal and written communication skills	✓	
Ability to effectively use the Microsoft Office suite and the confidence to learn other software packages	✓	
An ability to work independently, as well as collaboratively as part of a team	✓	
<i>GENERAL ATTRIBUTES</i>		
Enjoy meeting new people and engaging in conversation	✓	
Polite, diplomatic and ability to remain calm during busy periods	✓	
Enthusiastic and respond quickly and positively in a changing environment	✓	
A commitment to your own continuing professional development	✓	
A commitment to equal opportunity regardless of age, disability, gender, race, religion, sex or sexual orientation	✓	