

JOB DESCRIPTION AND MAIN TERMS AND CONDITIONS OF EMPLOYMENT

Post Title:	MUSEUM ATTENDANT
Location:	The Samuel Johnson Birthplace Museum
Hours:	6.5 hours per week in summer season (March – October), 5 hours per week in winter season (November – February) in 2 shifts on Monday and Wednesday mornings. Occasional additional shifts to provide holiday cover for other Attendants and at events, including some weekends, will also be expected. The Museum is open to the public daily from 10.30am – 4.30pm in Summer and from 11am – 3.30pm in Winter. Shifts are 3.25 hours in the summer season and 2.5 hours in the winter season.
Salary:	£9.60 per hour (£10.89 including holiday enhancement, see below).
Pension	The post is pensionable through the Staffordshire County Council fund, further details and options will be made available to the successful applicant.
Holidays:	Due to the nature of the post, annual leave and public holiday entitlement is made by way of an hourly pay addition for every hour worked (currently £1.29, rising to £1.43 after 5 years of service, increasing the hourly rate to £10.89, or £11.03 after 5 years). As such, any pre-arranged leave taken during the period of employment will be unpaid.
Conditions of Service:	The appointment is subject to the Scheme of Conditions of Service of the National Joint Council for Local Government Services ('Green Book').
Probationary period:	The appointment is subject to a term of probation of no less than six months.
Closing Date:	5pm, Wednesday 6 July 2022.

The current anticipated interview date is **Tuesday 19 July 2022**

GENERAL DETAILS

The Samuel Johnson Birthplace Museum is a Grade I listed building governed and operated by Lichfield City Council (as sole trustee of Dr Johnson's Birthplace Trust). It is both an historic house and a museum dedicated to the life, work and personality of Samuel Johnson, welcoming up to 22,000 visitors a year. The Museums and Heritage Officer manages the Museum, assisted by the Museum Support Officer, and is on site full-time Monday to Friday. A small team of Museum Attendants are employed 7 days a week in a shift pattern.

The Museum Attendant will play an important part in projecting Lichfield's status as Staffordshire's premier heritage city. We are seeking a friendly, helpful, conscientious, and enthusiastic person to enhance the visitor experience and enjoyment of the Samuel Johnson Birthplace Museum. The Attendant should possess excellent customer care and

communication skills and be able to deal with a wide range of people. An interest in history or literature is essential, and Attendants are expected to possess or be willing to acquire knowledge of Samuel Johnson and local history to be able to answer visitor enquiries. There is a second-hand bookshop and souvenir shop in the reception area. The Attendant is also responsible for bookshop sales and enquiries. The opportunity is available and encouraged for Museum Attendants to be trained to give guided tours and/or assist with educational visits as required for occasional additional hours of work.

MAIN DUTIES

1. To welcome visitors to the Museum, engage with the public and provide information.
2. To undertake front-of-house and shop administrative tasks such as using a cash register and booking events tickets.
3. To answer telephone calls and assist or transfer calls.
4. To keep accurate records of sales and visitor numbers.
5. To record important messages for Officer and Attendant colleagues using the daily duty sheet.
6. To sell and replenish books and souvenirs in the Birthplace shop.
7. To provide front-of-house assistance for group bookings and during events.
8. To be a keyholder and take responsibility for opening the Birthplace Museum in the mornings and/or closing and securing it in the evening, including the setting of alarms.
9. To be vigilant and support health and safety, and security procedures in the building.
10. To support the inclusive and welcoming ethos of the Museum.
11. To follow all training received.
12. To carry out any other duties appropriate to the post and in line with the needs of the organisation.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience	At least 1 year of experience in a post directly dealing with the public, both in person and on the telephone	At least 1 year of sales experience Experience of working with a range of audiences, including children and families Experience in an arts or heritage setting	Application form References Interview
Qualifications	GCSE English GCSE Maths at Grade C or above, or	2 A Levels or equivalent	Application form References Interview

	equivalent		
Particular skills and abilities	<p>Excellent customer service skills</p> <p>Excellent communication skills</p> <p>Ability to keep accurate records</p> <p>Ability to operate a cash register accurately</p> <p>Ability to deal with visitor enquiries promptly and thoroughly</p> <p>Ability to follow instructions</p> <p>Interest in history or literature</p> <p>Knowledge of the local area</p>	<p>Interest in, and knowledge of, the life, works and personality of Samuel Johnson</p> <p>Interest in, and knowledge of, local history</p> <p>Willingness to wear Georgian costume (provided) for special events</p>	<p>Application form</p> <p>References</p> <p>Interview</p>
Other factors	<p>Friendly and welcoming manner</p> <p>Available for occasional weekend cover</p> <p>Responsible</p> <p>Able to work without direct supervision</p> <p>Basic IT skills (e.g. email, word, web searches)</p> <p>Flexible approach</p>		<p>Application form</p> <p>References</p> <p>Interview</p>