

JOB DESCRIPTION AND MAIN TERMS AND CONDITIONS OF EMPLOYMENT

Post Title:	MUSEUM SUPPORT OFFICER
Location:	The Samuel Johnson Birthplace Museum
Hours:	22 per week (approximately 60% full time equivalent). Some working out of normal office hours for special events may be required, for which compensatory time off in lieu will be granted.
Salary:	The post is graded at spinal column points 5 to 6 and will be paid on a pro-rata basis. The postholder would normally commence at scale point 5, (currently £19,650 per annum <u>full time equivalent</u>) approximately £11,684 per annum pro rata, and subject to satisfactory service progress to scale point 6, (currently £20,043 <u>full time equivalent</u>) approximately £11,918 per annum pro rata.
Pension	The post is pensionable through the Staffordshire County Council fund, further details and options will be made available to the successful applicant.
Car Allowance:	A casual car user allowance will be payable where use of the employee's own car is deemed necessary.
Holidays:	26 days paid leave per annum (30 days after five years' service), plus public holidays (pro rata). New entrants to the service are entitled to annual leave proportionate to the completed months of service during the leave year of entry and thereafter on the normal scale.
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:	9 September 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 a 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 Birthplace with the assistance of the Museum Support Officer. Museum Attendants are employed 7 days a week to welcome visitors and open the house at weekends, and a small team of volunteers support special events and collection projects. Birthplace Museum Officer staff members also have responsibility for the Old Guildhall Prison Cells displays at Lichfield Guildhall and organise their annual summer opening.

The Museum Support Officer provides support for the day-to-day running of the Samuel Johnson Birthplace Museum with responsibility for visitor-facing activities including assistance for front of house staff and volunteers, preparation for, and promotion of, events and activities, and general office administration, including stock in the Museum bookshop.

We are looking for a friendly, helpful, conscientious, and enthusiastic person. As it is a varied role, an organised, hands-on, and motivated approach is essential, as well as accurate record keeping and excellent IT and communication skills.

The Museum Support Officer will play an important part in the lively and friendly Museum team, and in helping to project the Birthplace Museum's status as a key attraction in Staffordshire's premier heritage city.

MAIN DUTIES

1. To cash up and maintain weekly records of sales, visitors and donations.
2. To process the Museum enquiries email and handle all public enquiries by post, email and telephone.
3. To manage bookings for school visit and guided tour groups, and special events.
4. To update the Museum diary (using Outlook Calendar), and prepare and process daily duty sheets for Museum Attendants.
5. To answer enquiries from front of house Attendant staff and provide support as required during public opening hours.
6. To enter monthly staff timesheet information into Excel spreadsheets.
7. To maintain stock records, order souvenir and new bookshop stock and other associated bookshop administration tasks.
8. To replenish stocks of photocopied and printed leaflets, office and kitchen supplies, placing purchase orders at the City Council's main office as required.
9. To take minutes at monthly Museum staff meetings and bi-annual Johnson Birthplace Advisory Committee meetings.
10. To source or create resources to support events and activities in liaison with, and where appropriate delegating to, events volunteers.
11. To organise the rota of Guildhall Cells volunteers and arrangements for the Saturday openings of the cells during the summer season.
12. To support regular Museum groups by e.g. setting up rooms, providing refreshments and materials, in liaison with volunteer leaders.
13. To publicise Museum activities by compiling the Museum's monthly e-newsletter, by creating and sharing content on social media channels, creating and distributing posters and leaflets, compiling press releases and liaising with local media partners.
14. To update information on the Museum website as required.
15. To maintain Museum mailing lists and prepare leaflet mailouts.
16. Any other duties as may from time to time be required commensurate with the level of responsibility of the post

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience	Cash-handling experience.	At least 1 year of experience in an administrative post Experience in an arts or heritage setting. Experience of organising or supporting events.	Application form References Interview
Qualifications	GCSE English GCSE Maths at Grade C or above, or equivalent	2 'A' levels or equivalent	Application form References Interview
Particular skills and abilities	Good IT Skills and experience of Microsoft Word, Excel and Outlook. Good time management and organisational skills Excellent verbal and written communication skills Excellent customer service skills Ability to keep accurate written and financial records Ability to follow instructions	Ability to use desktop publishing software (e.g. Publisher) Experience of using social media Experience of working with volunteers Interest in Museums and their work	Application form References Interview
Other factors	Friendly and welcoming manner Responsible Able to work without direct supervision Flexible approach Supportive of the inclusive ethos of the Museum The role includes the lifting of books, folding tables & chairs	Interest in Samuel Johnson and or/local history Willingness to wear Georgian costume for special events	Application form References Interview