

## PART-TIME MUSEUM ATTENDANT JOB DESCRIPTION

<b>Job Title:</b>	Museum Attendant
<b>Job Location:</b>	Samuel Johnson Birthplace Museum
<b>Employed by:</b>	Lichfield City Council
<b>Report to:</b>	Museums and Heritage Officer

### General

The Samuel Johnson Birthplace Museum is a Grade I listed building governed and operated by Lichfield City Council. It is both an historic house and a museum dedicated to the life, work and personality of Samuel Johnson. It receives over 17,500 visitors a year. The Museums and Heritage Officer manages the day-to-day running of the Museum and is on site full-time Monday to Friday. Museum Attendants are employed 7 days a week in a shift pattern and have responsibility for the opening of the Museum at weekends, when they largely work alone. We are looking for two new Attendants to join the team for weekday and weekend front-of-house cover.

The Museum Attendant will play an important part in projecting Lichfield's status as Staffordshire's premier heritage city. We are looking for friendly, helpful, conscientious and enthusiastic people to help 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 in order to be able to answer visitors' enquiries about the museum, displays and/or aspects of local history. There is a second-hand bookshop and souvenir shop in the reception area. The Attendant is also responsible for bookshop sales and enquiries.

### Duties

- To welcome visitors to the house, engage with the public, answer enquiries and provide information
- To undertake front-of-house and shop administrative tasks when required
- To answer telephone calls and assist or transfer calls
- To keep proper records of sales and visitor numbers
- To sell and replenish books and souvenirs in the Birthplace shop, and answer stock enquiries
- To take responsibility for opening the Birthplace Museum in the mornings and/or closing and securing it in the evening, including the setting of alarms
- To assist with events at the Museum
- To be vigilant and support health, safety and security procedures in the building
- To carry out any other duties appropriate to the post and in line with the needs of the organisation
- To fully support the inclusive and welcoming ethos of the Museum
- To follow all training received

Museum Attendants are also encouraged to take up the opportunity to be trained to give guided tours and/or assist with educational visits.

### Normal working hours

The Museum is open to the public from 11am – 3.30pm daily November - February (winter) and 10.30am – 4.30pm daily from March – October (summer). Shifts are 2.5 hours in the winter season and 3.25 hours in the summer season. The advertised posts are for a minimum of 12 shifts a month (30 hours in Winter season, 39 hours in summer season). Availability at weekends (maximum of two in every four in summer) and for at least two weekday shifts is essential.

### Salary

£7.97 per hour (see below for information about additional hourly holiday entitlement)  
Payable monthly in arrears by BACS transfer to the employee's bank account.

### Holidays

Due to the variable nature of the hours the annual leave and public holiday entitlement for this post is made by way of a hourly pay addition for each hour worked (currently £1.04, increasing the basic hourly rate from £7.97 to £9.01. Holiday enhancement increases after 5 years of service). As such, any *absence* for leave during the period of employment will be unpaid. However, the attendant would not normally be expected to be absent more than 10 normal working days per annum during the period of employment. Attendants should be willing to provide cover for the holiday leave of other Attendants as required.

### Other terms and conditions

The post is subject to a six month probationary period for new employees. All other terms and conditions of service will be in accordance with the National Joint Council for Local Government Services 'Green Book'. A satisfactory DBS (Disclosure and Barring Service) check may be required for this post.

**Closing Date: 5pm, 5 January 2018**

### PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Experience</b>	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 children and family audiences  Experience of public speaking and giving guided tours	Application form  References  Interview
<b>Qualifications</b>	GCSE English  GCSE Maths  at Grade C or above, or equivalent	2 A Levels or equivalent	Application form  References  Interview

<p><b>Particular skills and abilities</b></p>	<p>Excellent customer service skills</p> <p>Excellent verbal and written communication skills</p> <p>Ability to keep accurate written and financial 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 for school tours and special events</p>	<p>Application form</p> <p>References</p> <p>Interview</p>
<p><b>Other factors</b></p>	<p>Friendly and welcoming manner</p> <p>Available for weekend shifts</p> <p>Responsible</p> <p>Able to work without direct supervision</p> <p>Good IT skills</p> <p>Flexible</p>		<p>Application form</p> <p>References</p> <p>Interview</p>