



## Visitor Assistant Job Description and Person Specification

### About the Cromwell Museum Trust

The Cromwell Museum, housed in the oldest building in the Cambridgeshire market town of Huntingdon, is home to the world's best collection of artefacts relating to the 17<sup>th</sup> century soldier and statesman Oliver Cromwell. It tells the story of this hugely significant, yet controversial, figure 'warts and all'. The Museum was first opened in 1962 in Huntingdon. 60 years later it is now an Independent Museum, a registered charity (CIO) and looks after an internationally important collection of nearly 1,000 artefacts, including fine art, personal artefacts, manuscripts and documents, arms and armour and much more. It welcomes over 10,000 visitors per year who come to Huntingdon from all over the UK and beyond, and 'punches above its weight' for a museum of its size in terms of its regional and national profile.

Currently the Museum operates with a team of 2 paid staff (Curator and Learning Officer), 9 Trustees and some 30 volunteers. It works closely with Huntingdon Town Council (who own our building and provide office space in the Town Hall). Currently approximately a third of the Museum's costs are covered by a Town Council grant, a third by visitor/commercial income (donations, retail, events, tickets etc) and a third by fundraising.

### Job Purpose

The Cromwell Museum Trust is recruiting a part time visitor assistant, who can be a **keyholder and supervisor for the Museum at weekends and bank holidays**. We are looking for someone who can provide exceptional standards of visitor experience, ensuring that all visitors are welcomed warmly, encouraged to learn about and engage with the collections, and have a safe and enjoyable visit to the Museum.

We want someone who is used to working with a team of volunteers, and who can support and motivate them when on duty. Your role would also involve in assisting in retail sales and encouraging donations from visitors.

A passion for heritage is essential, and we are looking for a personable and enthusiastic individual who will integrate well with our existing team.

### Responsibilities

- To act as a keyholder for the Cromwell Museum on working days, opening the Museum, ensuring its availability for visitors, then securing it at the end of opening hours
- To be welcoming, approachable and visitor focussed, offer support, information, and assistance to visitors.
- Offer high-quality customer service to visitors that is tailored to their needs as appropriate, including answering a diverse range of questions and enquiries.
- Support and work with volunteers that are on duty, ensuring their comfort and safety.
- To support the Museum's range of public programmes, exhibitions, and events, including facilitating group visits.
- To help safeguard the collections and visitors within Museum procedures.
- To develop and maintain an appropriate level of knowledge of the Museum's collections, displays, objects and stories, and activities to assist visitors.

<ul style="list-style-type: none"> <li>• To take retail sales within the Museum and promote retail sales and the opportunity to donate to visitors.</li> <li>• To promote Museum exhibitions, events, and other activities to visitors</li> <li>• To deal with visitor enquiries and provide information in person, by telephone or email.</li> <li>• To ensure the public spaces within the museum are always maintained to the highest standards of presentation, carrying out general housekeeping tasks as required.</li> <li>• To be committed to high standards of health and safety within our procedures for visitors, volunteers, and staff.</li> <li>• Carry out any other duties as deemed appropriate by the Curator.</li> </ul>		
<b>Person Specification</b>		
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<b>Ess</b>	<b>Des</b>
<ul style="list-style-type: none"> <li>• High standard of literacy and Numeracy.</li> <li>• Knowledge of standards of exceptional customer care.</li> <li>• An interest in history and heritage.</li> <li>• Knowledge of health and safety at work.</li> <li>• First Aid Certificate.</li> <li>• Experience of working with and managing volunteers.</li> <li>• Experience of working in a customer service environment.</li> <li>• Experience of working in a visitor attraction, heritage site or similar environment.</li> <li>• Experience in cash handling or retail merchandising.</li> <li>• Experience in helping run public events and activities.</li> </ul>	Yes Yes Yes Yes  Yes Yes  Yes  Yes	   Yes  Yes  Yes
<b>SKILLS</b>	<b>Ess</b>	<b>Des</b>
<ul style="list-style-type: none"> <li>• Provide great customer service to visitors with varying needs.</li> <li>• Ability to speak one or more languages other than English.</li> <li>• ICT skills in Microsoft Word, Excel and Outlook.</li> </ul>	Yes  Yes	 Yes
<b>BEHAVIOURAL</b>	<b>Ess</b>	<b>Des</b>
<ul style="list-style-type: none"> <li>• High standard of professional ethics and integrity.</li> <li>• Friendly and approachable with great people skills.</li> <li>• Creative, pro-active, and organised.</li> <li>• Commitment to own professional development.</li> <li>• Ability to work as part of a small team.</li> <li>• Committed to health and safety and the promotion of equality.</li> </ul>	Yes Yes Yes Yes Yes Yes	

**Reports to:** Museum Curator  
**Responsible for:** Front of House Volunteers  
**Location:** Cromwell Museum  
**Contract:** Permanent  
**Salary:** £23,620 per year (SCP 10) (£11,810 pro-rata)  
**Annual Leave:** 26 days per year (Pro-rata 13 days plus Bank Holidays)  
**Working hours:** 18.5 hours per week (including every weekend; occasional evenings).

**Probationary period**

This post is subject to the requirements of a three-month probationary period.

**Equal opportunities**

The Cromwell Museum strongly encourages applications from people of all backgrounds and sectors of society, regardless of age, sex, race, colour, religion, marital status, sexuality, or

disability. If you feel that you would like to work for us and have something to bring to our organisation, then we would like to hear from you. We treat everyone with respect and expect that every employee/volunteer does the same and that diversity is valued in the workplace.

**Health and safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974, and to ensure that agreed safety procedures are carried out and to maintain a safe environment for volunteers, employees, and visitors.

**Review of this job description**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the Cromwell Museum. This job description will be reviewed in conjunction with the post holder annually as part of the appraisal process.

**DBS Check**

As this post may involve some contact with young people and vulnerable adults, a satisfactory DBS check will be required.

**Employment Terms and Pension**

The post will be paid and employed by Huntingdon Town Council (HTC) according to their terms and conditions, including enrolment in the Local Government Pension Scheme. The post will be managed by the Cromwell Museum Trust.