

## Role Description – Museum Assistant (Events)

**Job title:** Museum Assistant

**Grade/ Salary:** £9.50ph

**Location:** The Armitt, Ambleside

**Reporting to:** Manager & Curator

**Duration:** Fixed term contract until March 2023 based on a minimum of 530 hours – on average 2 days a week; covers weekday and weekend working with potential evenings and bank holidays

### About The Armitt

The Armitt was first established in 1912 by the will of Mary Louisa Armitt who wished to have a place for “students and booklovers” as well as a museum that showcases the history of Ambleside, both past and present.

Over its 100+ years, The Armitt has developed into a unique and quirky heritage venue that contains a variety of collections that tell the history and story of Ambleside, the surrounding landscape, and the people within it. Just some of the exciting items include Beatrix Potter’s fungi watercolours, artworks by Kurt Schwitters, Ambleside Roman Fort objects, and early 20<sup>th</sup> century photographs.

With a small, but growing, team of staff and volunteers, this role will engage with everyone and should be forward looking as The Armitt makes plans to extend its proactive reach into the future.

### Job purpose:

The post of Museum Assistant for The Armitt is an exciting opportunity to get involved in a growing and developing cultural venue that sits in the heart of the Lake District. This role is crucial to ensuring we always deliver a great visitor service and experience every day for every person.

The Museum Assistant role is primarily about making each visitor’s experience memorable for all the right reasons – providing a warm and friendly welcome, efficiently processing their ticket and/or shop purchases, talking with visitors about the museum and its displays, and engaging in active discussions. The role also has a secondary focus to support with events and education, getting involved with family activities, school groups, and event hosting.

We are looking for someone with a positive, proactive, and “can-do” attitude, with behaviours that reflect the values of the organisation. The role also requires a flexible approach as you may be covering evening and weekend work, and variable shift patterns given on a monthly rota.

### Main responsibilities:

- Deliver exceptional customer service by welcoming our visitors, answering their questions and generally helping them to make the most of their visit
- Practical visitor related tasks including selling tickets and shop products
- Keep the inside and outside space of The Armitt presentable
- Act as a Duty Officer to ensure the building is safe and secure, understanding our emergency procedures and helping in any evacuation in the event of an emergency

### Other

- Work with the Manager & Curator to help plan, prepare, and run event and education activities
- Support the development of family trails around the museum
- To work in accordance with the Health & Safety at Work Act as well as with all policies and procedures as set out by the organisation
- Undertake appropriate training as required and recommended
- Represent The Armitt and develop relationships with both internal and external individuals and stakeholders
- To carry out any other reasonable duties required by the organisation

## Person Specification – Museum Assistant (Events)

Role Title	Museum Assistant	
Category	Essential	Desirable
Knowledge	Knowledge of customer service techniques	Have an understanding of museums and galleries
	Knowledge of different visitor types and how to deal with their changing needs	A passion for history, culture, preservation and conservation
	An understanding of equality and diversity	Knowledge of education – both formal and informal
Skills	Ability and confidence to deal with customer enquiries	First Aid and Health & Safety training
	Excellent organisational abilities, be able to work under pressure, and know how to prioritise workload	
	Have a great eye for detail and be a good timekeeper	
	Excellent oral and written capabilities	
Experience	Experience working in a front of house environment eg. retail	Experience of working in a heritage setting
	Experience of working in a team and with a wide range of people, understanding different needs and requirements	Experience of working with a Point of Sale system
		Experience assisting with events and activities
Personal Qualities & Circumstances	Enthusiastic and friendly	Ability to travel to the primary location of work or tasks/meetings
	High levels of honesty, reliability, and professionalism	
	Ability to work with organisational policies and procedures, upholding them to high standards at all times	
	Flexible approach to working hours and duties	

To apply for this role, please send your CV and a covering letter, detailing why you would suit this position, to Faye Morrissey at [faye.morrissey@armitt.com](mailto:faye.morrissey@armitt.com).