

Job Description

Job Title	Museum Team Member
Responsible to	Museum Officer or Duty Manager in Museum Officer's absence.
Responsible for	Not applicable
Remuneration	£9.90 per hour.
Hours	16 hours per week worked as: Feb-Oct weekends Nov-Jan flexible weekdays and occasional weekends Will include some Bank Holidays
Location	Powell-Cotton Museum, Quex House and Gardens, Quex Park, Birchington, Kent. CT7 0BH
Contract	Permanent, 16hrs per week

About Us

The Powell-Cotton Trust is an independent charitable trust (reg no 1167318) which runs the Powell-Cotton Museum, Quex House and Gardens in Birchington.

The Powell-Cotton Museum site is undertaking a programme of 'Reimagining' and central to this is that "People Matter". We are changing both the way we work and the way we tell stories to bring our organisation in line with the changing museums and charity industry standards. It is time to think differently and creatively about the museum 'experience' for those who work, volunteer, and visit with us.

For clarification as an organisation, we use the terms 'The Museum' or 'The Powell-Cotton Museum' to refer to the business activities of The Powell-Cotton Museum, Quex House and Quex Gardens.

Job Purpose

As a 'Museum Team Member' you will be joining us on a journey of transformational change both in our buildings and our activities. This is an opportunity to assist in the delivery of a modern museum experience. This will include assisting the delivery of our events and educational program both on and off-site, promotional activity such as leafleting and ambassadorship in the community, as well as providing an excellent visitor experience. We recognise the unique value and experience that each member of our museum team brings and have a real commitment to equity. In this general role there are many possibilities and opportunities.

General Responsibilities

Museum Activities

1. Help us to deliver a world-class visitor experience that is inclusive for everyone by giving excellent customer service and being proactive in engaging with our visitors.
2. Take part in guided tours, workshops and events, retail and marketing activities.
3. Carry out surveys with visitors to find out what we can do to improve our offer and their experience when on site.
4. Make sure all payment transactions are handled securely and professionally through the till system.
5. Ensure the safety and wellbeing of all visitors to the Powell-Cotton Museum by using our Health and Safety policy.
6. Support the safe evacuation or management of colleagues and visitors in the event of a fire or security alert or alarm.
7. Assist with regular cleaning and maintenance of the buildings and grounds, ensuring the site maintains a high standard of hygiene and presentation.
8. Present yourself well in how you dress, what you say and what you do.

General Responsibilities

9. Engage in internal communications and management systems (including online) to feed into a positive and supportive working culture.
10. Take personal responsibility to demonstrate the Powell-Cotton Trust brand of inclusivity, curiosity, and equality. Every employee is an ambassador in the community for the organisation.
11. Ensure compliance with all Powell-Cotton Museum, Quex House and Gardens policies.
12. Undertake appropriate training and development as available and determined with your line manager.
13. Attend team meetings as required.
14. Undertake any other duties or responsibilities that may need to be allocated from time to time to ensure the efficiency of the Charity.

A probationary 6th month review period applies for all new staff.

Person Specification: Museum Team Member

Short-listing and selection will be based on the criteria set out here. Do make sure that your application fully demonstrates how you satisfy the points listed, drawing on your personal and work experience, education and training. We encourage you to mention all your experience, knowledge and skills on your application; remember that many skills from other areas of your life are transferable and relevant.

Qualities	Criteria Essential (E) Desirable (D)	Identified by: Application (A), Interview (I),
Knowledge		
An understanding and awareness of museums and how they collaborate with different community groups locally, nationally and across the world	D	A,I
A good understanding and commitment to Health and Safety standards and requirements	E	A,I
Abilities and Skills		
Excellent communication and interpersonal skills, and confidence in communicating with a wide range of people	E	A,I
Highly adaptable and open to change in a dynamic workplace environment	E	A,I
Confident to use programmes such as Word, MS Outlook, TEAMS etc., and the ability to contribute to content for social media platforms e.g. Facebook, Twitter and Instagram	D	A,I
Self-motivation, commitment and enthusiasm and the ability to work calmly under pressure	E	A,I
Ability to work in a team as part of day-to-day activities, project teams or events	E	A,I
Good numeracy, cash handling and administrative skills	E	A,I
Ability to work in a gardens setting and able to undertake manual work related to grounds maintenance	D	A,I
Experience		
Previous experience of working or volunteering in a customer-facing role	E	A,I
Experience in dealing with retail/cash transactions and operating a till system	E	A,I

Experience of applying security and Health & Safety procedures at work	E	A,I
Working with children and an awareness of special educational needs in both children and adults	D	A,I
Other		
A commitment to treating people as equals	E	I
Demonstrates an open attitude and excellent work ethic	E	I
Ability to work flexible and variable hours including weekends, evenings and bank holidays	E	A,I
Ability and willingness to travel to and work at different locations of work, ie schools or events	E	A,I
This job requires a level of fitness which allows for manual handling, standing and walking for long periods	E	I