



DWP Bid Unique Identifier

Job Placement title

Museum Assistant: visitor services

Job Placement summary

Wiltshire Museum, located in Long Street, Devizes, is planning to reopen in mid-May 2021, and we are looking to recruit an individual to help with welcoming visitors to the Museum and to learn how a Museum runs. Having been closed for most of the last 12-months and with a high-profile exhibition opening in late-September 2021, we will be welcoming a large number of visitors to the Museum.

Working in the Museum, which aims to resume seven days a week when possible, can be a stimulating and rewarding experience, whether you have an interest in archaeology, history, tourism, research, finances, management, or people! The front of house team welcomes visitors of all ages – to view the galleries telling the story of Wiltshire’s history, for a school visit, or for a planned event. We also welcome researchers to our Archive and Library, tourism enquiries, visitors to the shop, or just someone calling in for a chat! We deal with many enquiries about the Museum, town and county - from the routine (opening times) to unusual (do we have a doll hospital!). The successful candidate is not expected to know all the answers, but be willing to help, find the answer and learn!

In the Autumn, we are hosting our *Eric Ravilious: Downland Man* exhibition, with loans from National Museums, including the British Museum, V&A and Tate, as well as regional museums and private lenders. There will be lots to do in the run-up to the opening of the exhibition on 25 September.

The main duties will be to assist with front of house duties, but other opportunities are available depending on the interests of the successful candidate, and requirements of the Museum – including, but not limited to:

- Assisting staff with opening the Museum to visitors.
- Welcoming and directing visitors.
- Dealing with enquiries that may arise in a pleasant and helpful manner.
- Assisting in the Museum shop, taking payments from visitors for museum admission, shop purchases and stock control.
- Working alongside volunteers in the shop.
- Assisting with stewarding of exhibitions.
- Assisting with cleaning where required as part of our Covid and health and safety measures.
- Helping with promoting the Museum, including social media.
- Assisting with event organisation and running.
- Following all Museum policies, including health and safety and COVID-19 requirements, and assisting with their implementation and compliance.
- Other tasks required to ensure the safe and smooth running of the Museum.
- To help with personal and career development, other tasks could be undertaken.

To start early May if possible



KICKSTART SCHEME

Essential skills, experience
and qualifications

GCSE Maths and English
An interest in history/archaeology, Wiltshire, tourism and
museums would be beneficial.

Job category (DWP use only)

Number of hours per week

26 per week

Working pattern and
contracted hours (including
any shift patterns)

9.30 am to 5pm (including a one hour lunch break), four
days per week (Wednesday to Saturday).

Hourly rate of pay

National Minimum Wage

Details of employability support (training opportunities/mentor)

- Training will be given on the use of the till, telephone, computer and any other equipment used as part of the role.
- The role will provide experience in customer support in a visitor facing tourist attraction and we hope that this will build the confidence of the candidate.
- The role will provide experience of time management, financial responsibility and working as part of a team, with staff and volunteers across the generations.
- Support will be provided by existing staff.
- The candidate will be supported by the Museum team to develop their CV, interview preparation and setting career goals.
- The candidate will have access to relevant support from Community First (the gateway organisation for this Kickstart scheme).
- Further training is encouraged, and support will be provided if and when necessary.



Department
for Work &
Pensions

KICKSTART **SCHEME**

Company name

Wiltshire Archaeological and Natural History Society
(Wiltshire Museum)

Closing date for applications

30 April 2021

Using the table on the next page please provide details for each Job Placement by location.