

Job Description

Job Title	Museum Trainee
Reporting to	Visitor Engagement Manager
Purpose of Job	To ensure effective and successful delivery of front-of-house and other visitor-facing services at the Museum
Employment Status	Fixed term
Working Pattern	Full time (09.30-17.30)
Salary	£20,000 per annum
Eligibility	Care leavers aged 18-24, currently living in the London Boroughs of Barnet, Camden, Harrow, Brent, Kensington & Chelsea, Ealing, Westminster or Hammersmith & Fulham

This post has been made possible with funding from John Lyon's Charity.

We're looking for a committed, enthusiastic, friendly and reliable team player, to work across several departments at the Foundling Museum in this Fellowship

Over the course of 12 months, you'll gain the skills, confidence and experience needed to follow a career in the arts and heritage sector. Alongside working in the Museum, this Fellowship comes with the opportunity to complete a Gold Arts Award, a level three qualification. More information on this can be found [here](#).

You will work alongside the Visitor Engagement Team, who welcome and look after visitors, run the shop, sell tickets, support our volunteers and provide information. This work needs someone who is friendly and willing to talk to people of all ages. Training will be given to develop public speaking skills and self-confidence. You will also help with the shop and work on the till.

As well as working day-to-day with the Visitor Engagement Team, you will spend time with each of the following teams: Marketing and Communications, Learning and Community Engagement, and Curatorial and Public Programming. After gaining skills and experience in these departments, the final three months of the Fellowship will be spent in the department of your choosing, to deepen knowledge and create a great foundation on which to build a future career in the arts and heritage sector.

Main Duties

This post will provide you with the opportunity to work across several teams, each with a diverse range of responsibilities.

Visitor Engagement (Throughout the 12 month contract)

- Help the front of house team deliver a high standard of service to visitors, being a friendly face who greets visitors when they first arrive
- Assist the Visitor Engagement Manager with the volunteer team, making sure they get the correct breaks according to the rota each day and covering any absences
- Ensure volunteers have the information they need to do their jobs and to talk confidently about the museum to the public
- Promote the Museum's activities, exhibitions and displays, events, health and safety, evacuation procedures to visitors, volunteers and staff
- Help restock the Museum shop and assist with reordering items that are selling well
- Be flexible in approach and undertake all duties given by the Visitor Engagement Manager

Marketing and Communications (3 month placement)

- Carry out visitor surveys which help develop the current audience strategy
- Support efforts to grow the museums audiences, particularly those who are harder to reach
- Provide a fresh pair of eyes on the museum's content and tone of voice across social media, our website and a new creative portal for care-experienced people
- Help to create content for social media and our website

Learning and Community Engagement (3 month placement)

- Work with the care-experienced *Tracing Our Tales* trainees, helping them create live and pre-recorded activities
- Assist with creating content for the new creative portal for care-experienced people
- Aid the Curator: Artists' Projects in the recruitment of new care leavers for the *Tracing Our Tales* trainee programme and the evaluation of the programme
- Help run family workshops, including set-up/tidy up, evaluation, advertising and gathering content for social media

Curatorial and Public Programming (3 month placement)

- Assist with the organisation of Museum events (e.g. concerts, talks and film screenings) by setting up rooms for the events and making sure the volunteers know what is going on
- Help care for the museum's Collection of art and objects, including:
 - Monitoring and controlling pests that can damage objects, and conservation cleaning
 - Assisting with collections checks, including handling art and objects and accurately documenting them
 - Shadowing the museum's conservation experts
- Help with the development and delivery of exhibitions & displays, including:
 - Helping with exhibition and display administration, e.g. preparing information labels
 - Shadowing & supporting the exhibition team through the process of installing exhibitions

Person Specification

- Reliable and hardworking – able to turn up on time and complete tasks independently
- Good at working with the public in a customer service role
- Interested in working in a museum, a heritage attraction or in the arts
- Experience of working with the public, preferably in a customer service role
- Organised and confident – helping volunteers to understand their daily responsibilities, responding to enquiries on the phone and by email, and able to talk to individuals from a variety of backgrounds
- Commitment to the role
- Able to use Microsoft Office (Word, Excel, and Outlook)
- Team player who looks out for the rest of the team and offers support wherever it is needed

If you have any of this experience, be sure to highlight it in your application:

- Appreciation of access issues
- Experience of working with volunteers
- Experience of working in a customer service role (retail or hospitality work)
- Experience of using a till system to make sales or sell tickets
- Experience of creating or editing videos
- Knowledge of risk assessments and health and safety issues
- A working understanding and commitment to equal opportunities

In addition, the benefits you are eligible to receive are:

- 25 days annual holiday (pro rata for part time staff)
- You will be eligible to join a group contributory pension scheme 6 months after your start date, or when probation has been successfully completed, whichever is later.

Equal Opportunities

We actively encourage BAME and disabled applicants and value the positive impact that diversity has on our teams. We encourage applications from all backgrounds, communities and industries, and are committed to having a team that is made up of diverse skills, experiences and abilities. We are committed to equality and diversity within our workforce and all opportunities provided by the Foundling Museum.

To Apply

Download the application form and equal opportunities questionnaire on our [website](#) and email to George Oliver, HR Administrator at vacancies@foundlingmuseum.org.uk.

Closing Date Wednesday 17 November 2021 (12pm)

Interviews Week commencing Monday 29 November 2021

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