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| **Role:**  | Museum Assistant (Career Development) |
| **Reporting to:** | Visitor Engagement Manager with pastoral support mentor Curator: Artist's Projects. |
| **Purpose of job:** | To help ensure effective and successful delivery of all visitor-facing services at the Museum, while providing support and contributing to other departments, such as Communications, Curatorial, Events and Operations.  |
| **Working pattern:** | Full time, 9:30am-5:30pm |
| **Contract:** | Fixed term (1 year) |
| **Salary:** | £23,993 |
| **Eligibility:** | You must be a Care leaver 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.*

**Who we are looking for**

We’re looking for a committed, enthusiastic, friendly and reliable team player, to work across key departments at the Foundling Museum in this Museum Assistant (Career Development) placement.

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 placement comes with the opportunity to complete professional development training and development, for example attending industry masterclasses, seminars and workshops as well as developing personal skills in areas like public speaking, first aid and project management.

You will work mainly alongside the Visitor Engagement Team, who welcome and look after visitors, run the shop, sell tickets, support our volunteers and provide information. This work would ideally suit someone who is friendly and willing to talk to people of all ages, however training will be given to develop public speaking skills and self-confidence. You will also help with the shop, including with admin tasks, assisting in retail projects and working 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, Curatorial, Public Programming and Events. You will not only gain experience supporting and contributing to these department’s areas, but you will also have an opportunity to complete creative and business development projects for example; working on interpretation with a view to curating your own display and in developing the Museum’s retail offer.

Along with gaining skills and experience in various Museum departments, the final three months of the placement will be spent in the department of your choosing. This will be to deepen your knowledge and create a great foundation on which to build a future career in the arts and heritage sector.

Throughout the placement you will be able to access a variety of career development opportunities, ranging from CV writing to job application and interview techniques, coaching and mentoring.

Once the placement is finished you will have the opportunity to join our team of employed sessional staff working for front of house and for venue hire events.

**Main Duties**

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

Examples of how you will work across these teams are below. Applicants, please be aware that you do not need to have any previous experience in these areas, training and supervision will be provided.

Visitor Engagement

* Help the Visitor Engagement team deliver a high standard of service to visitors, which includes being a friendly face who greets visitors and gives information 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
* Contribute towards retail development projects, such as suggesting and researching new products to develop, looking at pricing and sustainability
* Be flexible in approach and undertake all duties given by the Visitor Engagement Manager

Marketing and Communications

* 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, across social media, our website and a new creative web-portal for care-experienced people
* Help to create content for social media and our website

Learning and Community Engagement

* Work with the care-experienced Tracing Our Tales trainees, assisting with the set up and the preparations for workshops. helping them create live and pre-recorded activities
* Assist with creating content and research for the new creative web-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 and assist with family workshops, including set-up/tidy up, evaluation, advertising and gathering content for social media
* Contribute to the Museum’s staff diversity, inclusion and access group
* Assist with the Early Years project – preparing for workshops and monitoring materials.
* Support the Early Years artists during delivery of workshops in school and Early Years settings

Curatorial (3 month’s placement, August - October)

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 team through the process of installing exhibitions

Events and Operations

* 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 are informed
* Supporting the Events team with the delivery of venue hires and events, including assisting with room set ups, pack downs and tea and coffee making
* Supporting the Operations team with exhibition installations and de-installations, to include redecorating of spaces
* Supporting with Health & Safety, such as helping with the communication of safety processes to visitors, hirers and participants, keeping first aid kits topped up etc
* Contributing towards the Staff Sustainability Action Group to ensure the Museum operates as sustainably as possible

**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 accessibility and inclusion
* Experience of working with volunteers
* Experience of working in a customer service role (retail or hospitality work)
* Experience of using a till system
* 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 include:

* 25 days annual holiday (pro-rata for part time staff)
* You will be eligible to join a group contributory pension scheme three months after your start date.

**Equal Opportunities**

We actively welcome Black, Asian, ethnically diverse and disabled applicants and value the positive impact that diversity has on our teams. We encourage applications from all backgrounds and identities 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**

Please complete our application form and equal opportunities monitoring form which can be found on the Jobs page.

Please return the completed forms to hr@foundlingmuseum.org.uk

Closing Date Monday 29 January 2024 at 12noon

Interviews Week commencing Monday 5 February 2024