The Roald Dahl Museum and Story Centre welcomes thousands of people through our doors every year to experience the wonder and magic of Roald Dahl’s stories. To make sure we keep giving the warmest possible welcome, our Museum Assistants play a key role all around our site, so that all our visitors have the safest and most enjoyable time with us as possible.

**What you’ll be doing**

Our Museum Assistants enhance every visitor’s experience so that a day out at the Roald Dahl Museum becomes a treasured memory. Your work can help people recommend us to friends and want to come back themselves. Your efforts to engage with and inform our visitors will make a warm and welcoming atmosphere for everyone.

We will train you to provide excellent customer service, and help keep a clean, safe, well-maintained site. You need to be keen to quickly develop and keep improving your knowledge of the Roald Dahl Museum and Story Centre displays, and Roald Dahl’s life and works.

**Main tasks**

* **Visitor welcome.** Provide a friendly welcome, as well as information and wayfinding for visitors as they arrive. Deal politely with any visitors who may have booked online and sell tickets to those that have not. Ensure the welcome is friendly and visitors have the information they need.
* **Work in the shop.** Selling Roald Dahl and Museum merchandise, helping customers choose their purchases by sharing your own recommendations for products. Keep shop shelves and storage filled and tidy. Merchandise all shop areas and ensure everything is priced correctly. Ensure accuracy when using the tills for both shop and ticketing. Keep groups moving quickly and work with the rest of the team to serve customers promptly. Remain calm, polite and minimise any delays.
* **Work in the café kiosk.** Welcome and serve customers politely and efficiently. Take and prepare food orders and hot drinks. Follow opening, closing and cleaning procedures to ensure the café kiosk is always clean and presented to high standard. Ensure accuracy when using the till for the cafe kiosk. Keep groups moving quickly and work with the rest of the team to serve customers promptly. Remain calm, polite and minimise any delays. Report any issues to the café supervisor. You’ll be trained in Food Hygiene and barista skills before working in the café kiosk.
* **Interact with visitors in galleries.** Approach individual families with extra information, demonstrate how to use an installation to a group of visitors. You will seek every opportunity to engage with all our visitors, at the same time as understanding when and how to give people space.
* **Gallery management.** Avoid overcrowding by monitoring visitor flow and encouraging people to move through the galleries. Check audio visual equipment is switched on and working. Monitor galleries throughout the day for any issues, no matter how small. Take corrective action where necessary or inform supervising Duty Officer.
* **Site management.** Galleries, courtyard area, eating areas and picnic tables to be kept clean, tidy, free of food debris, checking regularly to ensure they are tidy and presentable. Check lavatories regularly and clean spills and rubbish. Look out for potential hazards, no matter how small. Take corrective action where necessary or inform supervising Duty Officer.
* **Develop Roald Dahl knowledge.** Attend training to improve/learn about Roald Dahl’s life and how it relates to the creation of his famous works. Become confident to answer questions and talk knowledgably about Roald Dahl and his stories. Regularly re-read the stories and biographies to improve your understanding.

**This job will suit you if...**

* You like helping people and get a kick out of providing great customer service. You are patient, level-headed and cool under pressure.
* You’re a team player, and you understand when to offer support to colleagues but also when to ask for help.
* You communicate clearly and proactively – you share information as a default. You enjoy interacting with a variety of people and you understand the value of listening.
* You pay attention to the details. As far as you are concerned, anything worth doing is worth doing right, every single time. You stay focused and nothing falls through the cracks on your watch.
* You think on your feet. You like learning new things and you can learn quickly. When things change, you know how to change yourself and adapt.
* You are motivated and driven. You volunteer for new challenges without waiting to be asked. You’re going to take ownership of the time you spend with us and truly make a difference.
* You have some flexibility about your working hours and are available during school holidays.

**What it takes to do this role**

**Sharing your enthusiasm for Roald Dahl’s stories with people.** A great day at the Museum is about our visitors and our staff sharing enthusiasm for Roald Dahl’s stories, together.

**Team working and high standards.** You need to work with colleagues and mangers in a supportive and collaborative Visitor Experience team. We will train you, and we expect you to show you want to keep improving. You should have a ‘can-do’ attitude to all your work, getting involved in whatever it takes to provide great visitor experience… yes, even cleaning the loos! We are looking for someone with the right attitude: confident, considered, collaborative, committed to quality.

**Where could your career go next?**

We love helping people to grow their careers, whether that’s within the Museum, or giving you the skills to take to another organisation if that’s right for you. Being a Museum Assistant is an entry level role for the cultural sector, and within the Museum, there could be opportunities to apply for different roles over time, but above all we will support you to reflect and explain on your future CV the skills and experience you build up during your time with us.

Other things you’ll want to know.

* Museum Assistants report to the daily Duty Officer when working in the Museum or the Visitor Operations Officer acting as the café kiosk supervisor when working in the café kiosk, and you will be part of the Retail & Visitor Experience team.
* A typical day will include working in both the Museum and the café kiosk.
* We are looking for people who can work regular Saturdays or Sundays (and occasionally cover the other weekend day), and who are available in school holidays also.
* You’ll get paid for the hours you work, and a full day is typically 9.30am to 5.00pm. We will agree specific hours with you when we offer the role.
* You’ll earn paid annual leave as you work, so you will be able to book time off.
* The pay for this role is based on National Minimum Wage, which changes depending on how old you are. See https://www.gov.uk/national-minimum-wage-rates
* There is a 3-month probationary period after you join us. During your probationary period we’ll give you the relevant training and direction you’ll need to perform your role effectively. The probationary period is also the opportunity for you and the Museum to make sure that you’re the right fit for the role.
* After successful completion of your probationary period, the Museum will make a contribution of 6% of your salary into an agreed pension scheme, you will contribute 2% unless you opt out.
* Our current organisational structure is included at the end of this document, so you can understand how your role fits into the overall operation of the Museum.

