



JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Museum Visitor Services Assistant

Department: UCL Culture

Salary: £24,020 - £27,316 per annum pro rata, inclusive of London Allowance

Grade: 5

Hours: There will be a number of role holders with contracted hours varying between 1.0 FTE (36.5 hours per week) and 0.5 FTE (18.25 hours per week)

UCL Culture is a multidisciplinary team committed to connecting the world with UCL through innovative programming and engagement activities. We use our assets in the form of collections, museums, theatre and most importantly our people and know how to mobilise the UCL community, inspiring them to engage people with their research and their research with people. We amplify their work through the delivery of compelling and coherent programmes of events, public engagement activities, public art, performance, exhibitions and permanent museum displays to create cutting edge cultural experiences. We collaborate, light sparks, disrupt and provoke. We use our objects, insights and expertise to reframe questions and surface new ideas. We believe in the power of open because open minds see further.

The Operations team within UCL Culture directly manage our venues, customer interactions, administration and collections. The Operations team sets the standard in these areas to ensure we maintain a quality, compliant and professional service-orientated approach that responds to the strategy of UCL Culture and UCL.

Reports to: Museum Visitor Services Manager

Responsible for: N/A

Working with: Other Museum Visitor Services Assistants, volunteers, colleagues from the Operations Team and across UCL Culture, external users

Main purpose of the job:

To provide a welcoming and safe environment for public visitors, Schools, event attendees and hirers of UCL Museum spaces. To have a good working knowledge of the museum collections. To lead tours and other audience engagement activities. To ensure the security of UCL's collections.

Key responsibilities and outcomes:

- To lead on a specific UCL Culture collection or space on behalf of the museum visitor services team taking a particular interest in that collection/space. To expect to spend a majority of their front-line working time in the specified space.
- To act as 'Duty Manager' in all UCL museums (on a rota) taking responsibility for the space. Following all aspects of the Duty Manager Manual for the space
- To supervise the museum when open. Welcoming visitors (both individuals and groups) and helping them get the most out of their visit. Answering questions about the collection, advising visitors of the rules

- Being responsible for the safety of visitors and staff and ensuring that fire and safety regulations are maintained
- As instructed, to lead tours or other audience engagement activity
- As instructed to give introductory talks about the collection using information provided by the collections curator
- To carry out checks and housekeeping tasks in order to ensure the safety of the museum spaces
- To take part in evacuation drills and to be responsible for evacuating a museum (alone) if required
- To be responsible for the security of the museum objects when working
- To collect keys, open museums and to close down, set alarms and return keys etc.
- To supervise any front of house casual workers or volunteers working in the same museum, referring to the Museum Visitor Services Manager as required
- To follow all safety rules and instructions
- To operate any retail stand in the museums at all times following the procedures issued by the Head of Visitor Services. Ensuring that cash and other takings are collated, logged and accounted for
- Regular building checks in order to report maintenance, cleaning and safety issues
- To work at events in the museums
- To comply with the Visitor Services team dress code
- To administer membership/friends schemes as required and to liaise with members/friends
- This role will operate under a working hours arrangement generating flexibility of working hours from week to week. Working hours will include evenings, weekends, bank holidays and college closure periods. When the rota cannot be achieved through flexibility between weeks and time off in lieu overtime will be payable
- This role is expected to be a First Aider (Emergency First Aid at Work) and a Fire Marshal

This job description reflects the present requirements of the post, and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post holder.

The post will be expected to meet UCL's expectations of core behaviours, as outlined in www.ucl.ac.uk/hr/od/core-behaviours/index.php

The post holder will be expected to proactively maintain their own continuing professional development in order to meet the requirements of the role.

The post holder will actively follow UCL policies including Equal Opportunities policies and be expected to give consideration within their role as to how they can actively advance equality of opportunity and good relations between people who share a relevant protected characteristic and people who do not share it.

The post holder will maintain an awareness and observation of Fire and Health & Safety Regulations.

The post holder will carry out their duties in a resource efficient way and actively support UCL's Sustainability policies and objectives within the remit of their role, see www.ucl.ac.uk/greenucl/our-commitments

The post holder will carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager or Head of Department/Division.

PERSON SPECIFICATION

This is a specification of the qualifications, experience, skills, knowledge and abilities that are required to effectively carry out the responsibilities of the post (as outlined in the job description) and forms the basis for selecting a candidate.

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Criteria	Essential	Desirable	Assessed via: Application (A) Test (T) Interview (I)
Knowledge, Education, Qualifications and Training			
Minimum of five GCSE passes inc Maths & English at grade A-C or equivalent	✓		A
Degree in a subject relevant to the collections or equivalent experience		✓	A
Comprehensive working knowledge of Microsoft Office applications, including Word, Excel and Outlook	✓		A
A sound knowledge of relevant health and safety regulation		✓	A
Skills and/or Abilities			
Excellent team working skills, and the ability to work collaboratively as both part of a multi-disciplinary team and on own initiative	✓		A/I
Proven ability to plan, prioritise and manage a varied workload	✓		A/I
Excellent oral and written communication skills, with the ability to explain complex information clearly and accurately to a diverse range of stakeholders	✓		A/I
Ability to translate complex ideas into accessible information that is communicated through public engagement events and activities	✓		A/I
Ability to identify potential problems and suggest and implement improvements and solutions	✓		A/I
Ability to provide a high standard of customer service delivery	✓		A/I
Good timekeeping skills	✓		A/I
Ability to lift heavy items	✓		I
Experience			
Experience of working in cultural/public venues		✓	A