



# JOB OPPORTUNITY

## Visitor Services Assistant THE INNISKILLINGS MUSEUM

£7.80 per hour (job share ~ initially weekends only)

10.30am-5.30pm per day (7 hours) with a rest break of 30 minutes

Fixed Term (until 31-12-17)

### What is a Visitor Services Assistant?

A Visitor Services Assistant will help the Inniskillings Museum to inspire visitors, make them feel welcome and have a great experience. You will be responsible for the opening and closing of the museum at weekends and looking after the shop and information desk in the newly opened Quartermaster's Store. You will also be responsible for security, evacuation and any Health & Safety matters that may arise at weekends. A Visitor Services Assistant will be aided by museum volunteers to engage with visitors to our galleries and Quartermaster's Store.

### The role

Reports to the Curator-Manager. May co-ordinate volunteers or have delegated responsibility for certain routine tasks.

Support the staff in delivering the day-to-day visitor operations at the museum.

Maintain good working relationships with the wider museum team with an understanding of activities taking place across the castle complex and beyond.

Assist in the delivery of events and other engagement activities at the museum.

No line management or budgetary responsibility.

### The necessary knowledge & experience

Experience in visitor operations ideally in the heritage or visitor attraction sector.

Experience of supporting visitor engagement activities and events.

Good team worker. Flexible and adaptable. May have some supervisory experience.

An enthusiastic and friendly manner. Ability to work on own initiative without immediate assistance.

Experience in cash handling and basic record keeping.

Ability to learn how to use a cash register, set up merchandising displays and manage shop stock.

Good interpersonal and communication skills, able to deal with visitors in a variety of situations.

Ability to work alongside staff and volunteers upholding the high-class visitor experience in our galleries.

Knowledge of relevant Health and Safety procedures, different access requirements and how to assist visitors.

Good IT skills (Microsoft Office).

### How to apply

Please send us a letter outlining why you would like the job highlighting your relevant knowledge and experience to:

**The Curator-Manager, Inniskillings Museum,  
Enniskillen Castle, County Fermanagh, BT74 7HL**

Closing date for applications is 4pm on Friday 31<sup>st</sup> March 2017.  
Only shortlisted applicants will be contacted for interview.

