

## **Aldeburgh Museum - Museum Supervisor'**

### **EXPECTED HOURS (shared)**

**1245 – 1615 – Daily April. To October**

**1000 – 1300 Sundays November To March**

**For further information please contact: [moothallproject@gmail.com](mailto:moothallproject@gmail.com)**

**Permanent part time position. £10 per hour.**

Aldeburgh Museum is a registered charity and runs a museum in the Moot Hall Aldeburgh. This grade one listed building has been the centre of the town and seat of local government since it was built in Tudor times. It is operated by trustees, volunteers and staff and houses not only our historic collection but also a shop. We share the building with Aldeburgh Town Council. We are seeking two people to job share as Museum Supervisors to start following our museum refurbishment in July 2019. The persons selected will be responsible for the effective and smooth running of the Museum, including the retail operations.

You will open and close the Museum and run the “front of house”, supervising and supporting the volunteers in attendance, and ensuring any visitor queries or issues are dealt with effectively. There will normally be one volunteer working with you. You will ensure the successful retail operations of the Museum, which will include sale of merchandise in the shop and helping with ordering supplies. You may be asked to support our events programme. In addition, you will liaise with the Museum’s Curatorial and Education teams to ensure a sound knowledge of the Museum’s processes, procedures and collections and contribute to the collections’ management activities. You will be expected to be flexible in the activities you undertake e.g. operating the till and being pro-active in promoting the Museum collections to everyone who enters the building. You will be responsible for Health and Safety regulations at the Museum, acting as a First Aider and ensuring all staff, volunteers and contractors comply with regulations. You may be asked to have a DBS check. You will be responsible for opening the Museum and making sure it is ready before visitors arrive and closing and normally locking up after they have gone, making sure the building is secure. You will also be required to do necessary financial reconciliation at end of day and other financial activities such as banking cash and ensuring that there is a sufficient cash float.

Ideally you will have worked in a museum, visitor attraction or retail environment, with face-to-face customer experience. You will have a passion for both customer service and heritage, with energy, lots of enthusiasm, and be hard working and approachable. Experience of working with volunteers, preferably within a museum or visitor attraction, is desirable. Excellent written and verbal communication skills are essential, together with strong IT skills. Experience of working as part of a team and leading a team are essential. The ability to work on your own initiative, with accuracy and attention to detail, is essential. You will have the flexibility to work additional hours to cover events and attend external meetings, as required. You will have experience of complying with health and safety requirements and, preferably, an understanding of building and facilities management. A relevant qualification in business, retail or health and safety would be an advantage.