

## Visitor Services Assistant

Discover Bucks Museum is an independent charity which looks after 130,000 objects telling the story of Bucks and beyond from 200 million years ago to the present day.

### What you'll be doing

Working as part of our FOH team you will provide exceptional customer service, bringing a touch of magic to everything you do. You will be proactively engaging with our visitors about our museum history and exhibits, bringing them to life and encouraging exploration. While working in the shop and the café you will exceed our charitable sales targets, while also ensuring the day-to-day safety and security of our exhibits and our visitors.

### Who we're looking for

You will be customer-focused, proactive, and confident. Able to engage with our visitors about our galleries, exhibitions, and events. You will be warm and enthusiastic, ensuring all visitors feel welcome.

Our Visitor Services Assistants run our admissions desk, shop and café, as well as being based in our galleries, so previous cash handling and till experience are desirable.

### **We have the following fixed-term vacancy:**

19.5 hrs a week, across 3 days on a 2-week rolling rota pattern:

Week 1: Tuesday, Friday, Saturday

Week 2: Tuesday, Wednesday, Thursday

With the possibility of optional overtime in the week, weekends, and evenings.

This role is fixed term until 31 August 23, with an expected start date mid-Nov 22

Salary is £18, 278 (pro rata)

### How to apply

To apply please send a CV and Cover Letter answering the following questions to [visitorservices@discoverbucksmuseum.org](mailto:visitorservices@discoverbucksmuseum.org):

- How does your experience make you suited for the role?
- Why are you interested in the role of Visitor Services Assistant at Discover Bucks?

Deadline for applications is Friday 4th November at 15.00

Discover Bucks Museum is an Equal Opportunities employer