**Current Opportunities**

**Position:** Museum Assistant (Grade 2)

**Pay:** £7.88 per hour

**Job type:** Fixed Term Part time

**Working hours:** Role 1 - Sun, Mon, Tue & Wed, 9:45 – 17:15 (28 hours)

**About the role**

Culture Coventry are looking for a Museum Assistant to support the Hotrods exhibition which runs from 28th January – 14th May 2017. To help the Front of House & Exhibitions team to deliver an exceptional customer experience to visitors to the exhibition and help to maintain a presence for secure invigilation of the exhibition collection, ensuring a clean and safe environment for visitors.

You will be the first point of contact for visitors, so you will be required to develop a good understanding of the Hotrods exhibition to enable you to interact with and support visitors to make the most of their visit.

**About the organisation**

Culture Coventry Trust is one of Britain’s most exciting arts and heritage organisations. Its mission is to promote innovative and creative arts activities in ways which help to establish them as a significant part of people’s lives. The Trust supports a regular programme of exhibitions, educational workshops and performances and attracts over 700,000 visitors of all ages per year.

Within the Trust we have Coventry Transport Museum, The Herbert Art Gallery & Museum and the Old Grammar School, which are all situated in the heart of Coventry and the Lunt Roman Fort less than three miles away on the outskirts of the City. Therefore the Trust plays a unique role in Coventry’s cultural development and is actively taking part in the Coventry City of Culture bid for 2021.

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| **We are looking for candidates who have:*** A good understanding of the importance of customer service
* Experience within a customer service setting
* Strong communication skills – with a confident and friendly manner and able to adapt the communication style when needed
* Good standard of English
* A positive and flexible ‘can do’ attitude
* The ability to multitask and stay calm under pressure
* Initiative to help problem solve when dealing with enquiries/situations that may arise
* A willingness to develop and maintain knowledge of our collections and Coventry’s history
 | **Key responsibilities will include:*** Interacting with visitors to support an enjoyable experience when visiting the museum
* Providing information to visitors on collections, events and activities taking place across the Trust
* Maintaining the gallery and exhibition spaces to ensure they are clean and safe for visitors
* Ensuring the collections are safe and secure and interactive equipment is functional for visitor use
* Working together with colleagues to promote retail offers, events, donations to support the sustainability of the Trust
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Please note this post will be based at Coventry Transport Museum

**Closing date for applications : 24th February 2017**

**Interviews to be held : w/c 27th February 2017**