



JOB DESCRIPTION

Job Title: Museum Assistant
Location: Godalming Museum, 109a High Street, Godalming, Surrey, GU7 1AQ
Reports To: Museum Curator
Hours of Work: 19.5 per week (3 days per week on a rota basis)

1. Principal Responsibilities

Support museum operations and activities to ensure visitors gain the best possible experience of their visit to the museum. Supporting the care of the collections, schools and guided tours, and site security as part of the museum team.

2. Principal Accountabilities

2.1 Supporting the Curator and Volunteer Support Manager

- With other staff and volunteers, ensure the museum is clean, safe, and welcoming for visitors
- Assist in the operation of the reception, shop, and cafe, including all areas of retail sales, stock management, cash handling, and financial controls
- Support wider events and education programme in appropriate ways including assisting the delivery of events and activity sessions; facilitate group and school visits; assist with meetings and functions
- Assist with the set up and dismantling of exhibitions
- Assist with the care and management of the museum collections

2.2 Administration

- To support with administrative tasks such as volunteer rotas and updating website content

2.3 Supporting Volunteers

- Ensure volunteers feel valued by the organisation
- In keeping with the policies of Godalming Museum, support volunteers to ensure the safe operation of the Museum

2.4 Enhancing Visitor Experience

- Work with volunteers and staff to improve the experience of all visitors, including provision of relevant information
- Staff Front of House desk, if required
- Promote effective communications between volunteers and visitors
- Provide assistance and information for visitors, conduct guided tours, demonstrate exhibits where required
- Take queries and enquiries from visitors and over the telephone, answering these where information is available and taking details/messages to pass on to other colleagues where appropriate

2.5 Other Responsibilities

- In the event of an emergency, support the safe evacuation of the Museum, in accordance with the Museum's procedures
- To contact senior staff in the event of concern or uncertainty regarding the safety or security of the Museum, volunteers or members of the public
- To open and close the Museum as required, ensuring that the alarm is disarmed/armed as appropriate and that the safety procedures are in place prior to the Museum being open to the public (NB. This may entail an element of Lone Working).
- Any other such duties as could reasonably be expected as directed by the Line Manager

3. General Health & Safety

While at work, all staff are required to:

- take care of their own health and safety and that of others who may be affected by their acts and omissions; and
- observe the Council's policies and procedures for health and safety

4. Knowledge, Skills and Experience

The post holder will:

- be able to deal with a range of people face to face, over the telephone and via email; and
- have an ability to speak with confidence and accuracy.

NB. This job description is non-contractual and is a statement of the job content agreed at the time of issue. It should not be seen as precluding future changes.