



**The Fan Museum**  
Greenwich, London

12 Crooms Hill  
Greenwich  
SE10 8ER  
02083051441

## **The Fan Museum - Job Description**

<b>Job Title:</b>	Front of House Assistant
<b>Start Date:</b>	As soon as possible
<b>Hours:</b>	Saturday 11:00 – 17:00 & Sunday 12:00 – 17:00
<b>Deadline:</b>	Once position is filled
<b>Purpose and aims of post:</b>	To work in the Museum shop and Front Desk. To ensure the highest standard of visitor experience.
<b>Responsible to:</b>	Museum Manager, House Manager
<b>Responsible for:</b>	N/A
<b>Key working relationships:</b>	Working closely and positively with all colleagues to ensure the highest standard of visitor care is achieved.
<b>Duties:</b>	To provide excellent customer service and greet visitors in a friendly, welcoming and confident manner.  Issue tickets for the Museum, ensuring accurate use of the EPOS system and card machines.  Work in the Museum shop: actively selling products, re-stocking shelves and ensuring the general up keep of the area.  Ensure vigilance at all times regarding the safety and security of our collection and visitors.  To be a presence on each floor of the Museum.  Direct visitors around the Museum where appropriate.  To distribute and collect audio guides.

To answer any questions that visitors have about the collection and operational aspects of the Museum where appropriate or refer them to the appropriate staff member.

To answer telephone calls, take messages for the appropriate colleagues.

To understand and uphold the ethos of The Fan Museum.

Undertake other related duties which may occasionally arise within the running of the museum.

### **Personal Specification**

#### **Essential**

Fluent English

A high level of customer service

Enjoy meeting and engaging with new people

#### **To Apply:**

Please send a CV and covering letter outlining your suitability for the role to Emma King, Museum Manager at [e.king@thefanmuseum.org.uk](mailto:e.king@thefanmuseum.org.uk)

Please note that this position will only remain vacant until the position is filled.