

The Fan Museum Greenwich – Job Description

Job title:	Museum Assistant
Purpose & aims of post:	To support the work of the Museum Managers and other staff across a range of front of house, administrative duties.
Responsible to:	Museum Manager and Director
Responsible for:	Occasional and volunteer staff if delegated by the Director or Museum Manager.
Key working relationships:	Working closely with the Museum's other staff, as well as a range of external audiences and visitors.
Duties:	<p><u>Front of House</u></p> <ul style="list-style-type: none">• Assist with the daily opening/closing of the museum.• Contribute to the management of volunteers during opening hours.• Promote the highest standards of customer care & adhere to the Museum's overall ethos.• Maintain tidiness and presentation in the shop• Stock control & replenishment• Deal with deliveries of shop related merchandise• Ensure accuracy of cash management.• Complete cashing up and banking duties where necessary• Oversee online gift-shop, processing PayPal and telephone orders and maintain associated sales documents.• Update and maintain online shop element of the Museum's website• Operate tills when required; collate EPOS sales reports and undertake sales report analysis.• Work Front of House when required.• Invigilate the first-floor gallery as necessary. <p><u>Functions and Events</u></p> <ul style="list-style-type: none">• Answer all enquiries in a timely and accurate manner.• Take bookings and payments for fan making workshops.• Oversee event enquiries, including: group tours & private hire; maintain accurate event paperwork; disseminate event details to other staff members.• Draft invoices and process payments for events.• Take bookings and payments for 'In Celebration!' and other events. <p><u>Audience Development</u></p> <ul style="list-style-type: none">• Record and monitor monthly visitor numbers• Research and analyse trends with our visitors, including events, general admission and website.

Marketing

- Be the point of contact for all press related enquiries, liaising with senior staff at all times.
- Assist the Management team in finding new ways to market the museum's various commercial activities.
- The strategic dissemination of information leaflets / press releases to appropriate markets
- Developing and maintaining PR and Marketing contact databases
- Assist with generating content for the museum's various social media channels
- Generating content and assisting with website maintenance.
- Keep a thorough record of press related activity including news articles

General Administration

- Deal with general enquiries across all communication platforms.
- Minute taking in staff meetings when required.
- Order stationery and supplies for staff.
- Carry out any other tasks related to the running of the Museum as directed by the Management team.

Other Responsibilities: The ability to undertake occasional unsociable hours, meetings outside of office hours and rota/sickness cover when necessary.

Essential Skills & Qualifications:

- An eye for detail and high levels of accuracy.
- A proven and demonstrable enthusiasm for the subject and related arts.
- A rigorous, structured and systematic approach to duties.
- The ability to prioritise and act efficiently.
- Well-developed communication skills.
- Excellent administrative skills.
- Exemplary time-keeping.
- Diligence, attention to detail and loyalty.
- Sound knowledge of health and safety requirements.

Desirable Skills & Qualifications:

- Modern European languages
- Previous experience in a marketing and/or front of house role.