



## **Macclesfield Silk Heritage Trust**

**Job Title:** Museum Visitor Assistant (Casual)

### **Job Purpose**

*To support The Trust's vision of a heritage offer that inspires visitors through unique collections and remarkable buildings; that finds contemporary connections with an extraordinary story of creativity, industry and enterprise; that contributes to telling the town's story as part of the regeneration of Macclesfield.*

This role delivers the first point of contact with the visitors to the Silk Museum and our other sites; providing excellent customer care and visitor engagement. It also delivers guided tours of Paradise Mill, providing interesting and knowledgeable tours. You will receive training in all aspects of the role as well as the social history of Paradise Mill to help inform group tours.

Museum Visitor Assistants play an important part in the Silk Heritage Trust's visitor offer, by helping us to:

- Deliver the highest standard of customer care and engagement
- Meet income targets through group visits and retail spend
- Ensure that the Museum and collections are clean and secure at all times

Wider duties include following and supporting safeguarding responsibilities of the museum, including health and safety procedures. You will act as an ambassador for the museum at all times.

**Responsible to:** Business Development Manager

**SALARY:** £8.21 per hour (including pro-rata holiday pay)

**HOURS OF WORK:** Variable – as and when required, including weekend work when necessary

**Location:** Silk Museum & Paradise Mill, and West Park Museum, Macclesfield

### **Key Areas of Responsibility**

To be the public face of the museum and the first point of engagement for visitors by:

- Delivering customer care, carrying out duties in the shop, on reception and in the Silk Museum tea room.
- Helping with orientating groups and schools
- Delivering guided tours of Paradise Mill and demonstrating the working looms.
- Supporting informal learning programmes including activity preparation and assisting with their delivery.
- Dealing with enquiries both in person and on the telephone.
- Being enthusiastic and well-briefed in order to upsell our offer and attractions to visitors

To carry out necessary checks on museum facilities (buildings, furnishings, machinery and collections) prior to opening and be responsible for locking and unlocking the buildings and operating the security system as necessary.

To assist with the maintenance of the Jacquard looms in the Mill, working in tandem with other maintenance operatives and guides.

To maintain security of the museums and collections, making regular checks of security systems, displays and buildings, reporting any issues to the relevant member of staff.

To carry out daily cleaning and housekeeping, sweeping and dusting of the museums and display cases as required, along with litter picking around the museum buildings, and carry out basic routine maintenance as appropriate.

To attend to any minor operational issues, at the request of the Curator, such as heating, ventilation and humidifying systems in accordance with the procedural manual.

To be responsible for sales, cashing up, and monitoring shop stock following Stock Management procedures, as required by the Business Development Manager.

To feel part of the development of a flexible organisation through:

- Supporting the implementation of new administrative and management processes
- Keeping abreast of new technology in particular computerised systems and be prepared to undertake agreed training
- Undertaking other duties as required and as commensurate with the level of responsibility.
- Performing all tasks in line with the museum's Equal Opportunities, Environmental, Health and Safety, Data Protection and GDPR policies

Where the post-holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable job redesign will be pursued.

### Background

The Macclesfield Silk Heritage Trust is a company limited by guarantee (2182687) and a registered charity (519521). It is dedicated to preserving and curating the cultural and industrial history of Macclesfield in the Northwest of England. The Trust is the custodian of buildings and historic collections of local, national and international significance, and is responsible for ensuring the public have the best possible access and engagement opportunities with these treasured assets. The Trust is governed by an active group of Trustees who work closely with a dedicated team of staff and volunteers.

### Person Specification:

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| <b>Experience</b>           | Working with people and delivering excellent customer care.<br>Working in museums, with collections or in historic buildings.<br>Working in Retail and with EPOS systems<br>Delivering guided tours and informal learning activities.   |
| <b>Qualifications</b>       | Good standard of general education; literate and numerate.  |
| <b>Skills and Knowledge</b> | Knowledge of local history.<br>Ability to research topics, absorb information and impart to the public.<br>Creative and able to support the development and delivery of activities to a range of audiences.<br>An interest in textiles, weaving, textiles machinery<br>Technical/engineering knowledge. |
| <b>Training</b>             | Willingness to undertake training to develop and improve the service to the public.   |
| <b>Attitude</b>             | Enthusiasm for history, arts and museums.<br>Excellent team player.<br>Commitment to providing a quality service and excellent customer care.<br>Reliable, punctual and conscientious.  |