



Job title:	Museum Enabler
Reporting to:	Museum Team Manager/Visitor Services Manager
Payzone/Salary:	1S / £8.75 (from May 2018)
Areas of responsibility:	<p>To work as part of Birmingham Museum Trust's (BMT) Visitor Service team to provide support in all public-facing areas at the various BMT sites. This will include at the reception desk, gift shop, tea-room, welcome areas and telephone booking line, as well as within the BMT properties, museum galleries, and exhibition areas. High levels of customer service will be required to ensure visitors enjoy their visit through enabling their engagement with the collections and exhibits and supplying appropriate and practical information, dealing efficiently with queries and assisting them wherever possible. Assisting with community engagement projects as directed.</p> <p>Whilst the post holder will be nominally based at a specific site they will be expected from time to time to support across all BMT sites.</p>

Accountabilities:

1. Delivering high levels of customer service to ensure visitors enjoy their visit to BMT through supplying information, dealing efficiently with queries and assisting them wherever possible.
2. Deal with all enquiries courteously and competently, whilst offering a genuine welcome to visitors, whether they are with an educational/school group, the general public, or part of a corporate function, or community engagement project
3. Enabling visitors to engage with the collections and exhibits through discussion, demonstrations and guided tours (e.g. at Heritage Sites)
4. Sell tickets and other items, collect visitor data, mainly in person, but also over the phone and internet enquiries
5. Actively promote cash donations and the sale of tickets and annual passes/memberships

Key Responsibilities:

1. Understand ticket prices, discounts and promotional offers for all BMT sites
2. Be familiar with emergency and evacuation procedures, ensuring visitor safety at all times. Understand and follow all emergency procedures as outlined in the induction training and any subsequent training
3. Serve customers in gift shop and café areas where applicable, answer queries, replenish goods, undertake stock controls and actively sell, advising customers when appropriate
4. Be familiar with exhibition and learning programming across all BMT sites

5. Be proactive and approach visitors to enable them to engage with the collections and exhibits, and to take the initiative to deal with problems when possible, or to refer them to the someone senior
6. Be aware of visitors with access issues, and assist or advise them accordingly
7. Constantly check that all areas are tidy and accessible to visitors, picking up litter within public areas of the museum and within all outdoor spaces
8. To be able to explain the artistic, scientific or historic significance and importance of the collections clearly and accurately, through demonstration or discussion in such a way that is appropriate for the age and understanding of the audience
9. Actively encourage cash donations and the sale of tickets and memberships, and ensure all visitors (including those who do not wish to donate) are left with a positive impression of BMT and its charitable status.
10. Ensure the safety and security of the properties and report problems as they arise
11. Carry out housekeeping and conservation cleaning type duties in public areas to contribute towards the ongoing care of the collections within BMT sites
12. Monitor the interactive exhibits and the rest of the environment reporting any breakages and damages
13. Ensure that the properties are presented for public use, clean exhibits as directed, and replenish any gallery consumables when necessary, including leaflets in all public areas
14. Learn background information of the BMT properties, grounds and collections in order to interpret them for the public
15. Brief school groups and other groups as they arrive at the museum
16. Assist school and family learners with on-gallery activities and direct them to workshops, shows and events
17. Help with set up for museum events and corporate hires, and contribute to the smooth running of events at the site.
18. After a period of training & internal development, MEs will also be competent to deliver a range of activities for BMT audiences including, but not limited to, automated shows in the Thinktank Planetarium and guided tours of the museum.
19. Become involved in peer training and mentoring to raise standards of visitor engagement with the collections and exhibits
20. Any other duties that may be required for the running of the business, perhaps helping in other departments

Birmingham Museums Trust (BMT) considers this document as a “snapshot” of the job and the tasks listed are not an exhaustive list. The post holder may be expected to perform different tasks as necessitated by their changing role within the organisation and the overall business objectives of the organisation.

Person Specification		
	Essential Criteria	Desirable Criteria
Qualification	Completed a broad education.	Advanced Level (AS or A2) qualification in a Science, History, Art or Heritage related subject or equivalent Computer Literacy and Information Technology (CLAIT) level 1 or European Computer Driving Licence (ECDL) level 1 or equivalent
Knowledge	A broad level of knowledge and interest in science, history and/or art. Knowledge of different audience needs, including accessibility Knowledge of ticketing systems	Knowledge and confidence using a computerised ticket booking system.(training will also be given) Community Language
Experience	Previous experience within a busy customer facing team Experience of dealing with families and children Experience of working with, and understanding the needs of school children and the needs of teachers	Experience of working in a museum or heritage attraction
Skills	Creative and innovative, able to generate ideas and resources to support learning in the museum's galleries High levels of verbal communication to a wide variety of audiences Ability to respond calmly and quickly under pressure	Confident at presenting information, sometimes complex, to groups of varying size Able to provide leadership and mentoring to peers
Aptitude	Confident and outgoing Reliable with excellent attendance and punctuality	A desire to follow a career in museums/ science communication

	<p>Ability to confidently respond and use initiative quickly and in a practical way to needs at peak times</p> <p>Self-motivated and able to work independently from time to time</p> <p>Willing to develop strong working relationships inside and outside the team to achieve common goals</p> <p>Enthusiasm for and knowledge of BMT collections and galleries</p>	
Circumstances	<p>Available to work flexibly, including weekends, evenings and bank holidays</p> <p>Able to travel throughout the area to visit other BMT sites</p>	
Safeguarding Children, Young People and Vulnerable Adults	<p>Fully understands their role in the context of safeguarding children, young people and vulnerable adults</p> <p>Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults</p>	
Equal Opportunities		An understanding of Equal Opportunities