

Museum of Brands, Packaging and Advertising

We are recruiting for unpaid roles only at the current time. Any future paid roles will be advertised on this website.

Please submit CVs and brief covering email to francesca@museumofbrands.com

Voluntary Museum Assistant role description

We are looking for enthusiastic and committed people to support the Museum Team in providing our visitors with excellent customer care and a high level of visitor services.

Duties

- To be the first point of contact for all museum visitors and telephone enquiries
- To provide information on opening times, location and access to the Museum
- Gather and process audience information, including detailed surveys
- Update excel spreadsheets
- Assist with tasks set during each shift including research, building up mailing lists, marketing campaigns.
- To sell shop merchandise and take payments from visitors – this will involve the use of an electronic till and credit card processing
- Stock take and new stock orders.
- Make tea and coffee, maintain café area, restock fridge and counter area.

Skills and experience

- Must enjoy working with the public, and be able to work co-operatively with team members in a confined space
- Must possess excellent interpersonal skills to be able to engage and welcome visitors, give clear information on the telephone, and deal with general queries
- Must possess good organisational skills, be able to use initiative, and keep calm when faced with conflicting demands
- Able to understand and follow set of procedures
- Must be numerate and able to cope with handling cash / credit card transactions
- Must have good computer skills and be familiar with using MS word, excel and outlook
- An interest in social history, marketing, advertising, brands, visual arts, design or museum / arts management.
- Must be available for at least 4 hours weekly for a minimum of 3 months

We will offer

- Induction and on-going help with tasks
- Travel expenses up to £5 per shift
- An opportunity with considerable responsibility
- Diverse tasks – we will aim to set appropriate work when helpful to the museum, e.g. exhibition research for museum studies students.
- Where appropriate we may supply contacts and pass on job opportunities
- Assistance with entering this role on a CV
- A reference and / or letter of recommendation
- Sociable network of staff and volunteers