



Visitor Experience Officer

APPLICATION PACK

SALARY:	£24,000 per annum pro rata
HOURS:	32 hours per week (0.8 FTE) weekend and evening work is mandatory
LOCATION:	Camden, London
REPORTING TO:	Senior Visitor Experience and Operations Manager
ANNUAL LEAVE:	20 days pro rata for each full year worked, rising by 3 days after 2 years and then an additional 1 day per year to a maximum of 30 days, plus statutory days and Jewish holidays

This application pack contains the following information:

1. Job description
2. About the Jewish Museum London
3. How to Apply
4. Equal Opportunities Policy

1. Job Description

The Jewish Museum London is looking for an enthusiastic team player to be our new Visitor Experience Officer.

They will report to and support the Senior Visitor Experience and Operations Manager, run all aspects of the front of house operations and manage the museum's event hire programme.

The successful candidate will work alongside the rest of the team including the Visitor Experience Manager, Retail Manager, Café Manager and Museum Assistant in delivering a consistently high quality visitor experience. They will act as Duty Manager on a regular basis and work closely with the Security Team to ensure the safety of the building and our visitors.

The candidate will manage the event hire programme, taking responsibility for the booking and organising of private events and hires. They will help develop the programme through off site and on site marketing, liaising with repeat and new clientele to offer the very best experience and event. They will also support the Senior Visitor Experience and Operations Manager in maximizing event hire income and implementing new visitor experience strategies.

The Visitor Experience Officer will be passionate about museums with a proactive and practical approach. They will have the ability to work independently in a visitor-focused environment, responding to visitor enquiries and meeting the varied needs of our diverse audiences.

Experience of managing events within a cultural organisation is essential, as well as the willingness to undertake training and development where appropriate. Cash-handling experience is also essential.

The post-holders will be expected to work flexibly across 7 days.

Main Duties & Responsibilities

Visitor Experience

- Deliver an outstanding and memorable visitor experience by actively engaging with our visitors and promoting the museum's offer.
- To support the Visitor Experience Manager in managing and motivating our large and diverse volunteer team, ensuring that they have access to information and training in order to effectively respond to the needs of our visitors.
- To lead on visitor engagement through our Nosh n Natter programme of food tasting in collaboration with the Learning Team.

Event Hire and Commercial

- To develop and grow commercial opportunities, namely event hire.
- To manage event hires, particularly evening and weekend hires, and all duties that are associated with them, during opening hours and after the museum closes.
- To support the Senior Visitor Experience and Operations Manager in meeting commercial targets by driving ticket sales, memberships and donations.

Operations

- To be responsible for the duty management of the building, assisting with health & safety, access, first aid and fire evacuation in case of emergency as well as additional ad hoc front of house tasks.
- To maintain excellent presentation on site, ensuring that signage, promotional material and facilities are always up to standard.
- To assist with room setups when requested and support the Senior Public Events Programme Manager during events.
- To assist with training (including the implementation of CRM, Raisers Edge) for volunteers and ensure that data is captured accurately and securely.
- To work openly and collaboratively with other teams to support the museum's programmes and initiatives.
- To ensure the Security Team are fully briefed on the museum's programmes and to work with them to provide brilliant service in a safe and welcoming environment.
- To ensure the smooth running of gallery facilities and displays, reporting problems to the relevant teams.
- Carry out any other reasonable duties as requested.

This Job Description is subject to alteration in response to changes in legislation or the Jewish Museum's operational procedures.

Person Specification

A demonstrable successful track record in:

- Duty Management - preferably in a museum or cultural organisation.
- Creating an outstanding visitor experience for customers.
- Managing and organising event hires; from marketing, liaising with clients, catering and on the day logistics.
- Visitor experience in museums, heritage sites or the cultural sector.
- Managing volunteers.
- Developing commercial offers and working to financial targets.
- Experience of using an EPOS system and cash-handling.
- Competent IT user (experience of using CRM databases is desirable).
- Educated to degree level.

Knowledge and skills:

- Excellent communication skills and ability to engage with diverse audiences.
- Excellent attention to detail and high presentation standards.
- First Aid certificate (or willingness to undergo First Aid training).
- An interest and knowledge in museums and/or Jewish history, culture or religion.

Attributes:

- Positive and enthusiastic about delivering great service.
- Able to work as part of a team and support other departments.
- Ability to work independently and be proactive.
- Flexible and able to adapt to changing requirements.
- Champion of diversity and equal access for all.

SAFEGUARDING

The Jewish Museum is committed to safeguarding and promoting the welfare of all our visitors, staff and volunteers. We expect all staff and volunteers to share this commitment so successful candidates may be subject to DBS checks and satisfactory references. Your post does require a DBS check.

2. About the Jewish Museum London

At the Jewish Museum we play a vital role in telling the story of Jewish life, history and culture in Britain and in challenging prejudice, provoking questions and encouraging understanding.

Our mission is to surprise, delight and engage all people, irrespective of background or faith, in the history, identity and culture of Jews in Britain. Our vision is of a world where cultural diversity and the contribution of minority communities are explored, valued and celebrated, for the enrichment of society as a whole.

Our vibrant and stimulating exhibitions are central to the museum experience, these include hugely successful retrospectives on Abram Games, Judith Kerr, and Amy Winehouse. *Amy Winehouse: A Family Portrait* broke all previous visitor records, was covered extensively by media worldwide and has broken box office records whilst touring to Vienna, Israel, Amsterdam and San Francisco. Exhibitions on ceramics, the cultural history of blood, and men fashion have garnered critical praise and received 5 star reviews.

Our internationally renowned collections of Judaica and social history preserve and tell the story of Jewish life in Britain from the 11th century to today. They incorporate ritual and ceremonial objects, costumes and textiles, photography and oral history, documents relating to social and political life, prints and drawings and ephemera.

Our public programming enables us to break down barriers and reach new audiences through late openings, performances, talks, and walks. Highlights include *You Know I'm No Good: Young Women's Empowerment Festival* which featured Laura Bates, Susie Orbach and Otegha Uwagba. Recent visiting speakers have included Judith Kerr, Michael Rosen, Nikesh Shukla and Sir Simon Schama. We have recently been shortlisted for Family Friendly Museum of the Year.

Our award-winning learning programme reaches 20,000 school children each year, 95% of whom are not Jewish, helping to foster an understanding of Jewish culture they otherwise wouldn't have.

With the museum's rising profile, improving visitor numbers and expanding digital reach, we will be joining the Arts Council England's National Portfolio of funded organisations from 2018. This is an exciting time to join the museum as our reputation continues to grow and our ambitious plans for the future begin to take shape.

3. How to Apply

To apply, please send your current CV and a cover letter by **Sunday 31 March 2019** at midnight to admin@jewishmuseum.org.uk with the subject line 'Job Application: Visitor Experience Office – Event Hire', explaining your interest in the post and relevant experience and qualifications, together with details of at least two referees, your current salary and information regarding your availability.

Please also state whether there are any restrictions on your right to work in the UK. If yes, please state restrictions and the expiry date of any permissions. The Equal Opportunities Monitoring Form should be also completed and included with your application but will not form part of the interview decision making.

The candidates who appear from their application to best meet the essential criteria below will be invited to interview. It is thus essential that your cover letter gives a full but concise description of the nature, extent and level of the responsibilities you have held.

Interviews will be held on **11th April 2019**. To assist us in arranging interviews, please note if you will be unavailable on these dates. Please also indicate if there are any restrictions on you taking up employment in the UK and, if so, provide details.

4. EQUAL OPPORTUNITIES POLICY

1. Statement of Policy

The Jewish Museum endeavours to be an equal opportunity employer and has a policy for this purpose.

The aim of the policy is to ensure that no job applicant or employee receives less than favourable treatment on the grounds of sex, race, colour, nationality, ethnic or national origins, age, marital status, sexual orientation or disability or is disadvantaged by conditions or requirements which cannot be seen to be justifiable.

This policy covers all aspects of employment including vacancy advertising, selection, recruitment, training, conditions of service and reasons for termination of service.

To ensure that this policy is operating effectively and for no other purpose the Museum maintains records of employee's racial origins, gender and disability. The Museum will ensure that there is ongoing monitoring and analysis of such records to provide the basis for appropriate action to eliminate unlawful direct and indirect discrimination and promote equality of opportunity.

The Chief Executive is responsible for the effective operation of the Jewish Museum's Equal Opportunities policy.

2. The Policy

2.1 Vacancy Advertising

Wherever possible all vacancies will be advertised simultaneously internally and externally. Steps will be taken to ensure that knowledge of vacancies reaches underrepresented groups internally and externally.

All vacancy adverts will include an appropriate short statement on equal opportunity.

2.2 Selection and Recruitment

Selection criteria (job description and employee specification) will be kept under constant review to ensure they are justifiable on non-discriminatory grounds as being essential for the effective performance of the job.

At least two people must be involved in the selection interview and recruitment process, and should have received training in equal opportunities. Reasons for selection and rejection of applicants must be recorded.

2.3 Personnel Records

In order to ensure the effective operation of the equal opportunities policy and for no other reason a record will be kept of all job applicants' and employees' racial origins and disability.

Where necessary employees will be able to check/ correct their own record with regard to equal opportunities. Otherwise access to this information will be protected.

Such records will be analysed regularly and appropriate follow up action taken.

2.4 Equal Opportunities and Volunteers

The Jewish Museum is committed to supporting and developing its volunteers and will apply the spirit of this policy to them.

2.5 Visitors, Staff and Outreach

The Jewish Museum also seeks to provide equality of opportunity for service users of all backgrounds. Particular effort is made to reach the elderly, disabled and disadvantaged through its programme of outreach which includes educational programmes, talks and travelling displays.

Wherever possible efforts will be made to identify and remove unnecessary/unjustifiable barriers and provide appropriate facilities and conditions of service to meet the needs of disadvantaged and/or underrepresented groups.

3. General

The objectives of this Equal Opportunities Employment policy are

- To ensure that The Jewish Museum has access to the widest labour market and secures the best employees for its needs.
- Ensures that no applicant or employee receives less than favourable treatment and that wherever possible they are given the help they need to reach their full potential to the benefit of the Jewish Museum and themselves.

The cooperation of all employees is essential for the success of this policy. However the ultimate responsibility for achieving the policy's objectives and for ensuring compliance with the relevant Acts of Parliament as well as the various codes of practice lies with the Jewish Museum. Behaviour against the spirit and/or the letter of the laws on which this policy is based will be considered a serious disciplinary matter and may in some cases lead to dismissal.