



National Emergency Services Museum (NESM)

Location: The Old Police/Fire Station, West Bar, Sheffield, South Yorkshire, S3 8PT

Post: Education Facilitator

Reports to: CEO

Salary: £7.80 per hour.

Type: Full-time position, yearly contract, approx. 25 hours per week (Including weekend and evening work as required).

Scope: To work alongside both staff and volunteers giving a welcoming and enjoyable experience to our visitors. The role will be to facilitate and manage education sessions and workshops around the museum with pre booked groups and general visitors while maintaining a presence around the museum's galleries for the safety of visitors.

Job Role: To work under the direction of the CEO, to support our visitor facilities including front of house, education and group visits as well as daily staffing and workloads. To be customer-focused and pro-active in welcoming and advising our visitors and ensuring they have an enjoyable and safe visit. Utilise exceptional interaction skills to engage with visitors while bringing history to life through costume interaction and workshops. Working as a team with both staff and volunteers, other museum departments and contractors to ensure the Museum's mission, vision and values are cohesively delivered through the visitor experience.

Job Description:

The Education Facilitator is responsible for:

1. Education and daily visits with some reception and ticketing desk duties.
 - a. Pro-actively welcoming and engaging with all visitors, including groups and special needs, to provide a welcoming and informed experience into the Museum.
 - b. Keeping up to date with and promoting knowledge of the collections, current and future exhibitions, events, learning activities, tours, the Museum facilities and partner attractions.
 - c. Utilising interacting skills to educate and interact with visitors through costume, theatre and workshops.
 - d. Directing visitors through the Museum.
 - e. Support daily bookings.
 - f. Actively listening to and responding to all visitor enquiries and feedback in a professional and courteous manner. Calling on the support of the CEO or other management when appropriate.

- g. Ensuring the museum galleries look well presented at all times; clean and tidy, with well-stocked information leaflets throughout.

2. Internal Relationships

- a. Develop and maintain effective internal relationships with all Museum Departments, working closely with key staff and volunteers to support the operation of the Museum.
- b. To support other Museum departments/teams, by welcoming in and engaging with groups, which may include events attendees, birthday party groups and school groups.
- c. Being present throughout events, to ensure our visitors have an enjoyable, safe and secure experience.
- d. Ensuring the smooth running of all visitor services, by following instructions given by the CEO and working together, as a team, across all areas including actively supporting our volunteer programme.
- e. Maintain effective lines of communication with management, promptly reporting back on anything, which may affect the smooth running of operations and delivery of excellent customer service.

3. Health & Safety and Security

- a. Be committed to good health and safety and access practice, ensuring familiarity and compliance with Museum policies, procedures and guidelines, including Health & Safety and Safeguarding policies, and ensuring the safety and welfare of visitors, staff, volunteers and contractors at all times.
- b. Conducting daily health & safety and security checks of the museum. Promptly communicating any issues or concerns to the relevant person.
- c. Adhering to fire evacuation procedures. Pro-actively implementing and ensuring all visitors are evacuated safely.
- d. Responding to any first aid incidents, promptly alerting a first-aider and following accident reporting procedures.

4. In addition, the post holder is required to:

- a. Act in every way so as to preserve the Museum's reputation and good name in all areas of its work and be fully committed to openness and transparency in all its dealings.
- b. To promote efficient and cost-effective methods of working. To play a full part in the generation of income and to avoid breaches of financial regularity and propriety, the misapplication of funds or waste of resources.

- c. Carry out his/her duties in accordance with Equal Opportunities.
 - d. Travel to and operate from all museum locations and sites where the collection or parts of the collection are held, or carried on, as and when necessary. UK and some foreign travel may be required. The post holder may be required to work off-site including at partner museums.
 - e. The post holder must co-operate fully with the Management in pursuance of the Museum's aims, as set out, and enhance the Museum's standing and reputation through its contact with the public and the media. This will include membership of various development and other teams set up from time to time and reporting to the CEO.
5. The post holder will wear official NESM uniform or period uniform/costume, which will be issued on commencement. Uniform will be exchanged when required. The visitor services team are generally the first persons that the public see when visiting the Museum, therefore dress and personal presentation must always be of the highest standard.
 6. The post holder will be required to play a character during visits bringing history to life. They will have to live and breathe the character they play. They will need outstanding characterisation skills plus strong vocal ability, stamina and energy. They must have the ability to improvise and, above all, interact with our guests telling the story.
 7. The post holder will be required to attend, and actively participate in, training sessions to ensure up to date knowledge of the job role and its requirements. This training may involve travelling off-site.
 8. The post holder is required to have knowledge and/or experience in teaching and/or theatre to enable history to be brought to life through interaction.
 9. Appointments are subject to a six-month probation period. The post holder is required to give two months notice in resigning.
 10. The appointment will be subject to a DBS Check.
 11. This job description sets out the key responsibilities and tasks of the post and is not exhaustive. It may alter with the changing needs of the museum. This job description may be reviewed and updated.

Matthew Wakefield
Head of Museums and Collections
National Emergency Services Museum