

Visitor Experience Team Member

With over 40,000 visitors a year and a packed calendar full of everything from regular events to TV and movie filming NESM is looking to expand its Front of House team! A Victorian Fire, Police and Ambulance Station in the bustling city centre of Sheffield full to the rafters of interactive displays, exciting exhibitions, over 40 vehicles on display and around one



million historic items means you have the opportunity to spend time in one of the most unusual work environments! Become part of our close-knit team of passionate front of house volunteers and no day will be the same. You will be part of the crucial team that curates our well-known friendly atmosphere and top notch customer service, you will be instrumental in showcasing what NESM stands for as the first point of contact for visitors, both new and old. You will be dealing with daily bookings, greeting and serving visitors at reception, the gift shop and our cosy coffee shop, answering phones, assisting with queries, ensuring housekeeping is kept on top of and that our visitors are always getting the best possible visitor experience.

In a busy self-funded museum and charity this role is for an individual who loves a challenge and someone who is looking to spend their spare time in a truly satisfying role, meeting fantastic members of the public, becoming part of a volunteer family and assisting in making history accessible for all, regardless of background, ability, age, religion or ethnicity.

The role

You will be part of a volunteer family and a front of house team. Our staff are made up of people of all ages, situations, backgrounds, religions, abilities and ethnicities and are all dedicated, enthusiastic and passionate about making NESM great. You will be joining the team in a VERY EXCITING part of NESM's story as we go forward with exciting new developments.

The daily role will involve basic front of house tasks which include handling of cash and use of tills. The role will also require the individual to communicate with members of the public as they arrive and as they navigate around the museum.

The role will also involve basic housekeeping, elements of admin, event management, taking bookings and stock control.

You will be the first thing our visitors see as they enter the museum and you will be instrumental in ensuring they receive a warm and knowledgeable welcome. You will be the lifeline to ensuring high quality customer service and visitor experience throughout the museum.

Additional tasks/responsibilities may be offered to candidates as they showcase their skillsets, experience and strengths. Therefore, there is room for front of house staff to get involved in other aspects of the visitor experience and front of house management.

What we are looking for:

- Enthusiasm and passion.
- Experience in customer service/visitor experience/admin.
- Ability to use a simple till system and be computer literate.
- Able to access the museum.
- Able to dedicate a minimum of 8 hours a week.
- Happy to take part in cleaning and other physical tasks.
- Comfortable handling cash and dealing with people.
- Can think on their feet, work well independently and use appropriate initiative.
- Can fit and work well in a team, who is motivated and efficient.
- Conscientious, hardworking and can cope under stress.

The candidate will gain experience in till work, cash handling, event management, taking and managing bookings, admin, people skills, communication, team-work and receive experience within the museum sector.

For more information or questions, please contact 01142491999 or email info@emergencymuseum.org.uk