

## Job Description – “Events & Marketing Assistant – Museum of Farnham” (Kickstart Scheme)

### Job Placement summary

This is a new role offering support to the museum’s front of house team, retail operation and supporting the curator with museum collections work and some marketing duties. The purpose of the role is to deliver an excellent customer focused experience and support the back of house work as the museum which is core to its purpose.

#### Job Description

- Create a positive, warm welcome for all visitors
- Support the front of house volunteers with retail sales, also assist with managing the online shop stock on “Click local”
- Help the Assistant Curator in rotating shop displays and restocking
- Deliver guided museum tours to visitors
- Input data to the museum’s collection database
- Assist the curator with accessioning museum objects
- Manage the museum’s social media
- Create social media content
- Deliver leaflets and flyers

We are looking for someone who is approachable and friendly and is always looking to improve their skillset. They must always consider what their best is when taking on a task and strive to achieve this. The role will be suitable for someone who likes to work as part of a team, communicates well both written and verbally and likes making sure tasks are completed. The role will involve manual tasks and reasonable adjustments can be made for disabled applicants. Training will be given in all areas of the role.

#### Essential Experience

No previous experience required, but some experience of customer service would be an advantage. The role will involve some manual tasks and reasonable adjustments can be made.

#### Working pattern and contracted hours (including any shift patterns)

25 hours in total per week, which will include evenings and weekends. Working hours per day will vary, but will always fall between the hours of 8am - 10pm depending on requirements. The rota is agreed monthly in advance depending on events.

#### Hourly rate of pay

National minimum wage, rate depending on age

### **Details of employability support (training opportunities)**

Our placements will have the option to participate in the following areas of the support:

- CV, application and job support: 3x Virtual Employee Circles in collaboration with Future Creators
- Employability skills workshops (such as online workshops in finance/budgeting, communication and leadership)
- Equality, diversity and inclusion training (such as Unconscious Bias training and Gender smart training)
- Introduction to the creative industries: insights into career paths into the industry from professionals

All support will take place online. All sessions will focus on transferable and employability skills and will draw on expertise from the arts and culture sector. It will be run in collaboration with partners and colleagues across the UK.

The support will take place over the duration of the placement with opportunities for the employee to book the sessions most relevant to them.

In addition, we will offer:

- Direct support from a line manager and a mentor
- Regular 1-2-1 meetings
- Opportunity to shadow other roles
- Organisational training and development opportunities such as First Aid and DBS
- Appraisals
- Personal development based on career aspirations
- Structured 6-month plan to develop skills and personal goals
- Support from key partners who can offer expertise for the employee on the scheme
- Access and support from wider team in specialised areas of expertise such as Digital and Technical skills

