

## **Seasonal Museum and Visitor Services Assistant**

### **Museums & Visitor Services**

**Salary: Band: 3, £24,796 - £25,201 p.a, pro rata**

### **Seasonal posts - Fixed term**

**Location:** Various locations see below:

**Post 1: 7 hours per week - 28 March 2026 - 31 October 2026:** Saturday 9.30am - 5.00pm. (days worked include 30 mins unpaid lunch break). Based at Portsmouth Natural History Museum but also float across sites.

**Post 2: 7 hours per week - 28 March 2026 - 31 October 2026:** Saturday 9.30am - 5.00pm. (days worked include 30 mins unpaid lunch break). Based at Portsmouth Natural History Museum but also float across sites.

**Post 3: 21 Hours per week - 31 March 2026 - 31 October 2026:** Tuesday 9.30am - 5.00pm, Friday 9.30am - 5.00pm, Saturday 9.30am - 5.00pm. (days worked include 30 mins unpaid lunch break). Based at Portsmouth Museum but also float across sites.

**Post 4: 28.5 hours per week. 31 March 2026 - 31 October 2026:** Tuesday 9.30am - 5.00pm, Wednesday 9.30am - 5.00pm, Friday 9.30am - 5.00pm, Saturday 9.00am - 5.00pm. (days worked include 30 mins unpaid lunch break). Based at Southsea Castle but also float across sites.

**Post 5: 29 hours per week: 31 March 2026 - 1 November 2026:** Tuesday 9.00am - 5.00pm, Wednesday 9.30am - 5.00pm, Thursday 9.30am - 5.00pm, Sunday 9.00am - 5.00pm. (days worked include 30 mins unpaid lunch break). Based at Southsea Castle but also float across sites.

**PLEASE CLEARLY INDICATE ON YOUR APPLICATION WHICH POST(S)/HOURS YOU ARE APPLYING FOR.**

### **The Service**

Portsmouth Museums & Visitor Services are responsible for the care of the city's museum collections – comprising some 500,000 items that document the history and culture of the city – and for making them accessible to both residents and visitors.

The service operates six museum sites – The D-Day Story, Southsea Castle, Charles Dickens' Birthplace, Portsmouth Natural History Museum, Portsmouth Museum and Art Gallery & Eastney Beam Engine House. A range of audience development initiatives ensure that people from communities across the city and beyond have access to and are able to benefit from the collections we hold.

We are:

- Champions of Portsmouth's history and culture
- Welcoming, inclusive and community driven
- Listening to and engaging with our audiences

- Resourceful and focused on sustainability
- Passionate, inspiring and thought provoking

Our vision is to connect culture, communities and collections, creating links with our past and raising aspirations for the future

### **What is the role?**

The main purpose of this post is to deliver high standards of customer care – a safe and inviting environment for all visitors – thus ensuring high levels of customer satisfaction and repeat visits.

You will provide a great welcome for visitors and have sufficient knowledge of museum sites and collections to provide information and promote current and future programmes and the city's wider cultural offer.

As part of the front-of-house team you will ensure public areas, including toilets, are clean, tidy and in good order. In addition, you will maintain a secure environment for collections through implementing current security procedures including security patrols, invigilation of galleries and regular inventory checks of items on display.

The Museum and Visitor Services Assistant role includes a range of other activities including: reception and welcoming visitors, general visitor Information tasks, retail, taking messages and bookings, recording visitor numbers, assisting with events and activities, installation of exhibitions, previews and evening meetings.

You may be required to work at events and functions, which will include some lifting and carrying of tables and chairs etc. and outdoor work.

The role may also include working and serving in the Portsmouth Museum café, preparing food and drinks and taking orders and serving customers.

The role will include working in the butterfly house.

You will be expected to undertake all essential PCC staff training and will need to ensure that all PCC Policies are adhered e.g. Health and Safety and Equal Opportunities policies.

You may be asked to carry out any other duties commensurate with the post and work at any museum site as required.

### **Who is the person?**

#### **You need:**

1. Excellent customer care skills to welcome and engage the customer and answer queries whether they be face to face or on the telephone.
2. In addition to excellent communication skills in English, conversational skills in a foreign language would be an advantage – French preferred.
3. Excellent team player to fit into the current team and help out other team members as required.
4. Good levels of literacy, numeracy and IT skills.

5. Experience of cash handling and ability to sell services and goods would be an advantage.
6. An enthusiasm for museums, history, art or natural history or any other of the other subjects covered by the museums and visitor services would be an advantage.
7. To demonstrate a passion for the destination of Portsmouth and the local tourism product.
8. Experience of working at functions such as weddings and major tourism events.
9. To be flexible and willing to work weekends, evenings and bank holidays as required. The role will involve working at all sites.
10. Understanding of the importance of safeguarding.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

### **General Data Protection Regulation (GDPR)**

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).