



Senior Museum and Visitor Services Officer - Portsmouth Natural History Museum

Salary: Band: 7, £31,067 - £35,235 p.a. + 7.5% shift allowance - due to working a rota pattern.

37 hours per week working on a rota - Typically working a 3-week rota. Shifts range from 9 - 5 but days will vary with one full weekend off in every 3 weeks and will include bank holiday working

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?

Reporting to the Visitor Operations Manager, the primary role of the Senior Museum and Visitor Services Officer is running the museum as a duty manager.

As duty manager, you will ensure that visitors receive an excellent welcome and have an inspiring, memorable and safe visit. You will promote the whole of Portsmouth as a visitor destination and ensure a range of information and services are offered.

Postholders will work to a rota pattern as required which will include weekends and maybe be required to work occasional evenings to facilitate events. Rotas and evening work will be planned in advance.

This post will primarily be based at the Portsmouth Natural History Museum, but the post holder will also be required to work at other Portsmouth Museum Service and Portsmouth City Council sites to meet the needs of the Museum service.

General tasks

As the Duty Manager you will be responsible for the day-to-day operation of the site at which you are working, ensuring a high quality and consistent customer experience throughout the museum, supervising and training the team of staff and volunteers.



You will facilitate income generation through admissions, retail, donations and venue hire. You will carry out cash reconciliation and banking procedures in line with PCC financial regulations.

You will maintain secure environment for collections through current security procedures including those relating to locking and unlocking, security patrols and regular inventory checks of items on display.

In liaison with the Visitor Operations Manager, you will ensure issues relating to building maintenance are reported and rectified and liaise with any contactors on site as required whilst considering specific requirements for buildings that are Listed or are Historic Ancient Monuments and liaising with Historic England as required.

You will be responsible for completing and recording all building compliance checks as required on daily, weekly and monthly basis, to ensure the health and safety of the building, our staff and visitors.

You will undertake risk assessments to ensure that all activities can be carried out safely. You will ensure the site is shown at its best, maintaining a high level of cleanliness both inside and out. In addition, you will ensure public areas, including toilets, are clean, tidy and in good order and that interactive elements of displays are working, tidy and 'topped-up'.

Facilitate museum activities, assisting with the delivery of events and activities, installation of exhibitions, previews and evening meetings, shop stock-takes and audience research for example.

As duty manager you will line manage staff and volunteers, with regular 1-2-1 meetings and annual Performance Development Reviews. In addition, you will work with stakeholders to support the growth of the visitor offer and ensure that the site is operated safely.

The post holder will contribute to the development of new ways of working to maximise customer satisfaction whilst ensuring the efficient and smooth running of the service. You will undertake personal training and development, as identified through Performance Development Reviews.

Organising staff, arranging room set ups and spaces, moving furniture and equipment etc.

The postholder will carry out any other duties commensurate with the post as required.

Working within the Portsmouth Natural History Museum you will also be required to liaise with the Curator of Natural History to ensure that the requirements of the Zoo Licence are met and that the butterfly house is maintained to a high standard. This will include undertaking some gardening tasks.

Ensure that a log of emerging pupae is maintained, and that twice daily temperature / humidity levels are recorded

Meet with the Zoo Vet two times a year with the Curator of Natural History

Ensure that staff are regularly trained in capturing / returning escaped butterflies from the butterfly house and maintain a training log.



Ensure that food stocks are maintained for the butterfly house

Who is the person?

You need to:

1. Have experience of day to day running of a museum site or visitor attraction, including key holding, income reconciliation, health and safety etc.
2. A proven track record of providing outstanding customer service and ensuring a visitor customer experience is delivered by the team.
3. Experience of managing a team of permanent, seasonal and casual staff in a customer service environment.
4. Experience of managing a team of volunteers.
5. Experience of arranging and managing events.
6. Have a good knowledge of H&S and experience of writing risk assessments.
7. Have excellent communication skills with foreign language skills an advantage. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
8. Have good IT skills and experience of using MS Word, spreadsheets and web-based systems.
9. Have the ability to use your own initiative and problem solve.
10. Flexible, adaptable and a team player in order to meet the needs of the service.
11. Be positive, energetic and take a pride in your work.
12. Be passionate about promoting the city to visitors.
13. Understanding of the importance of safeguarding.
14. A passion for Natural History and an understanding of the requirements of a Zoo Licence.
15. A knowledge of gardening and willingness to undertake gardening tasks.

Additional information:

How to apply: When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points in the profile with the use of examples from your experience and attach this as a cover letter in the Supporting Documents section. This is important, or you are likely not to be shortlisted.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.



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