

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

### **Museums & Visitor Services**

**Salary: Band: 3 - £24,027 - £24,420 p.a.** (approx. £11.78 per hour)

### **Seasonal posts - Fixed term - Primarily based at Southsea Castle**

#### **Southsea Castle: 28.5 hours per week - Fixed term to 1 November 2025**

Tuesday 9.30-5.00pm, Thursday 9.30-5.00pm, Friday 9.30-5.00pm, Saturday 9-5.00pm (days worked include 30 mins unpaid break)

### **The Service**

Portsmouth Museums & Visitor Services are responsible for the care of the city's archives and 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 6 museum sites – The D-Day Story, Southsea Castle, Charles Dickens' Birthplace, Cumberland House Natural History Museum, Portsmouth Museum and Art Gallery & Eastney Engines. 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 currently further developing our family friendly offer across our sites.

In addition the service also operates the Visitor Information Service for the destination with stand-alone points at the Hard and within The D-Day Story and Portsmouth Museum and Art Gallery.

As a service we take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference.

### **What is the job?**

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.

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.

#### **How to apply:**

**When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience.**

### **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.