

Museum and Visitor Services Officer - LCT 7074

Salary: Band 5, £26,473 - £28,239 (£21,178 - £22,591 for 29.6 hours)

29.6 hours per week - hours and days to be discussed at interview.

Based at The D-day story, primarily onboard on Landing Craft Tank 7074

Portsmouth Museums is responsible for six museums and heritage sites across the city, one of which is The D-Day Story.

The D-Day Story is the only UK museum dedicated to telling the events of June 1944. D-Day and the Normandy landings remain the largest seaborne invasion in history and a turning point which marked the beginning of the end of the Second World War. The museum includes a range of objects, the Overlord Embroidery and Landing Craft Tank 7074.

LCT 7074 opened as part of the visitor experience at the museum in 2020 following an extensive restorative project conducted in partnership with the National Museum of the Royal Navy. LCT 7074 is the last surviving preserved LCT which took part in the Normandy landings and carried up to ten tanks, men and supplies across the channel during the Normandy campaign.

What is the role?

This role involves the daily operational management of LCT 7074 and the successful coordination and management of volunteer activity facilitating both an excellent visitor and volunteer experience.

The main duties and responsibilities of the role include:

- Delivery of the daily onboard visitor operation of LCT 7074 ensuring consistent high standards of safety and customer care through good organisation and ongoing follow up of established standards and procedures.
- Coordinating and being an advocate for volunteering activity onboard LCT 7074 (and across the wider museum where appropriate) including recruitment, training, rostering and communication activity inspiring the best possible volunteer experience.
- Ensuring all Health and Safety procedures are adhered to and regular checks are completed providing a safe environment for all on board.
- Supporting with and delivery of routine maintenance and other preservation tasks of LCT 7074 such as cleaning as directed by the curatorial and management teams.
- Maximising the promotion of LCT 7074, The D-Day Story and Portsmouth Museums through ongoing direct engagement with visitors and other stakeholders and through ensuring volunteer and other colleagues are engaged and well informed with relevant up to date information related to The D-Day Story and LCT 7074.
- Carry out cash handling and other procedures and activity as required to support the visitor operation across the museum.

What we offer

Portsmouth City Council is committed to the development of its staff. Benefits include a good induction process, being part of a dedicated Museums and Visitors Services team, regular supervisions for support, yearly personal development reviews and an overall supportive workplace with a chance to work in a varied environment.

Who is the person?

You need to:

1. Have excellent interpersonal skills.
2. Have extensive previous experience of co-ordinating a team of volunteers and be confident in delivering varied communication to suit the intended audience.
3. Have experience of enhancing the visitor experience and demonstrate a commitment to this and delivery in a busy operational environment.
4. Have experience of collecting and evaluating visitor satisfaction levels.
5. Be able to work on your own initiative alongside a commitment to collaborative working as part of a wider team.
6. Good organisational skills, able to prioritise and meet deadlines.
7. Good knowledge of health and safety procedures and experience of carrying out risk assessments.
8. Excellent communication skills.
9. Good IT skills to include Microsoft Office programmes i.e. Word, Excel & Outlook.
10. A knowledge and enthusiasm for museums and the wider cultural offer of the city.
11. Commitment to continuing professional development.

Please also note that LCT 7074 is located outside and whilst the ship is undercover, this role will require prolonged periods of time welcoming visitors and carrying out other tasks in all weather conditions. The role by its nature requires long periods of time standing throughout the day.

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.