



## VACANCY: FRONT OF HOUSE STEWARDS

Reporting to the Visitor Experience Director, Front of House Stewards perform key roles at the heart of the museum. You must enjoy meeting new people and sharing your knowledge of and enthusiasm for Nottingham Industrial Museum and the wider heritage of Nottingham and the East Midlands.

Acting as the first point of contact for visitors when they enter museum, you will have a key role in ensuring that they receive a very warm welcome by providing a 5\* level of customer service at all times. This role is especially important to us because, without it, the museum cannot operate!

### Activities include:

- Welcoming visitors and offering advice about Nottingham Industrial Museum and wider Wollaton Hall and Deer Park environs,
- Encouraging visitors to complete evaluation forms and to engage with the museum via our social media channels,
- Distributing information about events both inside and outside the museum,
- Providing visitors with expert accurate knowledge on the collection and exhibits, including historical overviews of industry and life within the region,
- Preparing the museum for visitors at the start of the day, or close down at the end of the day (including but not limited to cleaning, tidying, setting up and taking down artefact handling activities, replenishing the children's activity table etc),
- Dealing with general enquiries from the public and ensuring that messages are passed on,
- In the absence of a Retail Sales Assistant, using the till to process shop sales and tickets.

You don't have to have any specific skills for this role as it is more important that you have a genuine smile and open, welcoming body language. Experience of engaging with the public via a customer service or retail background would be useful, as would an interest in heritage and an understanding of specific historical periods. You must be passionate about local industrial history, as well as acting as an enthusiastic ambassador for the Museum.

If you are confident in giving talks, storytelling, presentations or tours then there are additional opportunities to develop your skills – you can even dress up in character to help bring a historical period to life for our visitors as a Costumed Historical Interpreter! Costumes and uniform will be provided.

To apply, please download and complete our application form and email it, together with your CV and a covering letter to our Volunteer Coordinator [volunteer@nottinghamindustrialmuseum.co.uk](mailto:volunteer@nottinghamindustrialmuseum.co.uk). We are keen to understand your experience and skills, and why you would like to undertake this opportunity. If you would prefer a 'no commitment' chat first, again please contact them using the above email address.

**Closing Date:** ongoing

### About the Museum

Nottingham Industrial Museum is a registered charity and we are dependent for our survival on the money we raise each year. We are one of the first museums in the East Midlands to be 100% volunteer-run and established as its own company. This is an exciting time to join a creative and passionate team to drive the museum forward to be one of the 'go to' places to visit in the area.



# Nottingham Industrial Museum

Please visit our website [www.nottinghamindustrialmuseum.org.uk](http://www.nottinghamindustrialmuseum.org.uk) for more information.