



Woodhall Spa Cottage Museum first opened its doors in 1987 and currently welcomes approximately 5000 visitors into the museum each year.

It is a volunteer managed small independent museum (registration number 1929) and it is a registered charity (charity number 1114268) with a Board of Trustees. The Museum initially received recognised Museum Registration in 2001. It became a Company Limited by Guarantee (Company No 5657914) in 2005, achieved accreditation status in 2007, VAQAS in 2008 and 2010 and retained its Accredited Museum status in 2016. It won the award for Customer Care at the East Midlands Heritage Awards, which recognises excellence and innovation at museums across the region, in June 2015.

In the early 1980s the Cottage Museum's Founder Chairman David Radford became interested in the history of the village. Together with a group of like-minded enthusiasts he began to gather together artefacts and ephemera relating to Woodhall Spa and its surroundings.

Over a hundred years ago, John Wield had a fascination with the art of photography, one of his many interests, and it is his photographic collection which forms the basis for today's Cottage Museum.

A need for space to display this collection and interpret it in order to tell the history and heritage of the village and its residents coincided with The Bungalow, the Wield family home, coming onto the housing market. This seemed to be the ideal place to display the collection of the work of that far-sighted photographer, in his own environment. After an initial meeting, the community audience voted to support the idea of a museum and, in 1986, the Trust was formed.

The Cottage Museum successfully applied for Heritage Lottery funding in 2010 and after extensive refurbishment, during 2012 and 2013, re-opened its doors in May 2013 with new professionally designed displays and activity plans. As part of the Capital Works Project, the outbuildings were rebuilt and have completely transformed the way volunteers are able to work.

Like many other independent museums, Woodhall Spa Cottage Museum receives no public funding and therefore has to generate enough income to enable the work of the Cottage Museum to continue. Approximately fifty volunteers commit variable amounts of time to necessary tasks and projects.

<b>Job title:</b>	<b>Visitor Services Officer</b>
<b>Reporting to:</b>	<b>The Chairman &amp; Treasurer, Woodhall Spa Cottage Museum</b>
<b>Contract:</b>	<b>Seasonal (1<sup>st</sup> April to 29<sup>th</sup> October 2017)</b>
<b>Salary:</b>	<b>£7.50 per hour</b>
<b>Hours:</b>	<b>Variable and normally between 12 and 24 hours per week to include weekends and Bank Holiday Mondays on a rota basis.</b>

**Main purpose of role:**

To open and close the Museum and deliver a service to Museum visitors and tourists.

### **Summary of Key Responsibilities:**

1. To open and close the Museum at the advertised times.
2. To prepare the Museum and related outbuildings for visitors.
3. To deal with visitor enquiries promptly and pro-actively, taking the enquiry as far as possible to conclusion on the initial enquiry, and liaising with the relevant teams where necessary.
4. To promote sales of merchandise.
5. To be responsible for the security and stock control of merchandise.
6. To be responsible for the security and handling of financial transactions and keep an accurate record of sales.
7. To maintain the appropriate stock levels for effective displays, publicity material and stationery.
8. To open and close the Community Room for those hiring it during museum opening times.
9. To keep abreast of local area knowledge, in order to deal with any arising queries from residents and visitors.
10. To monitor visitor enquiries and where necessary take appropriate action to ensure that visitor service standards are met.
11. To ensure that visitors are treated equally irrespective of age, gender, ethnic origin, disability, religion or sexual orientation.
12. To work within Health and Safety regulations and also to be aware of the visitor's health and safety. To be prepared to deal with situations as they arise in order to maintain a safe environment for both visitors and staff.
13. To record visitor feedback information.
14. To undertake relevant training as required.
15. To work in accordance with the Museum's aims, objectives and values.
16. To work in accordance with all the Museum's policies and procedures.
17. To work flexibly to best meet the needs of the organisation.

This list of duties and responsibilities is not intended to be exhaustive. The job holder will be expected to adopt additional tasks when required; these tasks will be in keeping with the general profile of the role.

### **Person specification**

#### **We are looking for Visitor Services Personnel with these essential core competencies:**

- Ability to plan and organise own workload to ensure all standards are met
- Excellent interpersonal and customer service skills including a polite, patient, professional and helpful attitude
- Ability to work on own initiative as well as part of the team
- Flexible to the needs of the service and adaptable to change
- Highly motivated
- Trustworthy
- Good attendance record
- Be able to demonstrate good time management skills
- Professional approach and appearance

#### **Qualifications and experience required for this role:**

- Good standard of general education
- Heritage knowledge

#### **Essential Core skills required:**

- Experience of working in a customer-focused environment offering advice, supplying information and problem solving
- Experience of face-to-face customers
- Computer literate
- Accurate keyboard skills

- Experienced in Microsoft Office applications, particularly Excel and Word
- Be able to communicate both in writing and verbally in order to collect and process information
- Supportive of team members
- Committed to customer care
- Committed to the Equality and Diversity ethos
- Logical and methodical administration skills
- Experienced in dealing with cash receipts
- Be able to maintain accurate and up to date financial information
- Understanding of stock control

***Desirable knowledge, skills and experience needed:***

- Telephone skills
- Experience of retail sales
- A good knowledge of the local area including places of interest, historic, timetabled and forthcoming events
- Health and Safety training
- Registered First Aider
- Data Protection awareness
- Freedom of Information awareness
- Social media awareness
- To be assertive if necessary

**Additional information:**

Woodhall Spa Cottage Museum has a commitment to ensure equality of opportunity for all employees and employees are required to adhere to this in their work.

All positions at Woodhall Spa Cottage Museum are offered subject to the following conditions:

- Receipt of satisfactory references
- Proof that you are legally entitled to work in the UK

Applicants are also asked to fill in and return an Equal Opportunities Monitoring form available from <https://www.cottagemuseum.co.uk/jobvolunteering-opportunities>

Please note that due to limited resources we are unable to give feedback to all applicants. Feedback will of course be available to those that are short listed for interview.

**To apply:** email your CV, Equal Opportunities Monitoring Form and a covering letter outlining your suitability for the post, to [chairman@cottagemuseum.co.uk](mailto:chairman@cottagemuseum.co.uk) or send them by post to **Gillian Noble, Chairman** at the address below. Please mark the envelope "Private & Confidential".

All applications received by email will be acknowledged.

**Deadline for applications is by 12 noon on Tuesday 14<sup>th</sup> February 2017.**

**Those being called for an interview will be notified by the end of the day on Friday 17<sup>th</sup> February 2017.**

**Interviews will take place at Woodhall Spa Cottage Museum on Monday 27<sup>th</sup> and Tuesday 28<sup>th</sup> February 2017.**

Woodhall Spa Cottage Museum, Iddesleigh Road, Woodhall Spa, Lincolnshire, LN10 6SH  
<http://www.cottagemuseum.co.uk>