



## Job Description

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Job title:	Visitor Assistant (part time)
Reports to:	Partnerships and Engagement Lead
Line management:	None
Location:	Northern Ireland War Memorial, Belfast
Hours of work:	20 hours per week (Friday 9am to 4.30pm, Saturday 11am to 4.00pm and Monday 9am to 4.30pm).
Salary:	£26,374.40 pro rata (£12.68 p/h)

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## Background

The Northern Ireland War Memorial (NIWM) was established to provide an enduring memorial for the men and women of Northern Ireland who died in the two World Wars, and to commemorate the American presence in Northern Ireland during the Second World War.

Now an Accredited Museum, our mission is to tell the story of Northern Ireland's role in the Second World War comprehensively and authentically with accessible and engaging learning programmes. In addition, the NIWM maintains war memorials to the fallen in the First and Second World War and the Belfast Blitz, provides office accommodation to ex-service charities and awards small grants to projects which are in line with its charitable objectives.

The Council of the Northern Ireland War Memorial (Incorporated) is a registered charity in Northern Ireland (NIC 103635) and registered as a company limited by guarantee (NI 002888). As a charity the NIWM is financially independent and is not reliant on external funding.

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## Main purpose of the role

Based in the reception of the museum, you will be the first point of contact for visitors, providing a warm welcome, assisting with enquiries and ensuring a great visitor experience. You will provide information about museum programmes and events, respond to telephone, email and face to face enquiries.

You will help visitors to discover more about the museum, assisting with interpretation, for example by providing short tours, answering questions, handing out children's quizzes and trails and leaflets.

You will also support the day to day running of the museum, dealing with administrative duties such as gathering feedback, monitoring visitor numbers, assisting with sales and contributing to evaluation initiatives.

The Visitor Assistant will be committed to good health and safety practice. You will assist the staff team in carrying out the evacuation procedures and supervise the exhibition, ensuring the safety and security of the public, collection and building.

The post holder will be required to work 20 hours per week over 3 days (Friday 9am to 4.30pm, Saturday 11am to 4.00pm and Monday 9am to 4.30pm).

### **Duties and responsibilities**

- Be the first point of contact for visitors, providing a warm welcome, assisting with enquiries and ensuring a great visitor experience
- Proactively engage with visitors about the museum and upcoming programmes and events
- Deal with enquiries in person, by telephone and by email, directing to the appropriate member of staff
- Provide tours of the exhibition and answer questions
- Support school visits, talks, tours and workshops for groups
- Administrative tasks such as gathering feedback, monitoring visitor numbers, assisting with sales and contributing to evaluation initiatives.
- Operate museum interactives and AV equipment
- Undertake research to enable you to provide guided tours and workshops and to contribute to special events
- Assist with setting up and taking down exhibitions and events
- Ensure the admissions desk is always clean and tidy and maintain exhibition and facilities to ensure public safety and enjoyment
- Monitor museum exhibition and report faults promptly
- Support with events in the gallery in evening and at weekends, as required
- Key holder, ensuring correct opening and closing of premises and fulfilment of security procedures
- Ensure the safety and security of staff, visitors and the museum collection in line with the remit of your role and be committed to good health and safety practice, ensuring familiarity and compliance with the NIWM Access Policy, Health and Safety Policy, Safeguarding Children and Adults at Risk Policy, Emergency Handbook, Staff Handbook and HR Policies, Privacy, Data Protection Policy and any other processes in line with the remit of the role.
- Undertake other reasonable related duties as and when requested

### **Employee Specification**

#### ***Qualifications and training***

##### *Essential*

- Access NI Enhanced Check clearance (NIWM will arrange for this check to be completed prior to appointment)

##### *Desired*

- Trained in Safeguarding Children and Adults at Risk
- A tour guiding qualification

*(The following will only be used in a selection process when we receive a high number of applications)*

- Degree in relevant subject area such as archive and museum studies; community education; education; fine art; history; history of art

### **Knowledge**

#### Essential

- Knowledge of Northern Ireland during the Second World War and the Belfast Blitz
- Knowledge of the vision and mission of the Northern Ireland War Memorial

#### Desired

- Knowledge of current thinking around learning and engagement in museums
- An awareness of special educational needs

### **Skills and experience**

#### Essential

- Experience of informing and engaging with visitors
- Excellent communication skills
- Excellent timekeeping and organisational skills

#### Desired

- One year's experience, paid or voluntary, of working in a museum or heritage setting in a front of house role
- Experience of working with children and people with special educational needs

### **Personal attributes**

Alignment with NIWM values:

- *Authenticity*- passionate about putting our collections and research at the heart of everything we do.
- *Striving for excellence*- Fastidious attention to detail and strong work ethic, with high personal standards.
- *Working together*- Effective team player who enjoys contributing to positive and effective working relationships.
- *Respectful*- Polite and ambassadorial, treats everyone with dignity and respect. Demonstrates integrity, honesty, and respectfulness, supporting a work culture which values everyone, empowers our people and recognises their achievements.
- *Innovation* –Ambitious and imaginative about finding better ways to do things, embracing technology, partnerships, and new ways to share our stories and collections.