



Job Description

Visitor Experience Coordinator

Part-time, 3 or 4 days (22.5 to 30 hours per week), days to be agreed
12 month fixed term contract (with the possibility of renewal)
£14,400 or £19,200 p.a. (FTE £24,000)

This role is all about people! We are looking for a friendly, enthusiastic and organised person to make sure each of our visitors has a great experience at the museum and that our volunteer team is well looked after. This is an exciting time to join Wycombe Museum -we've been developing a post-COVID forward plan and now are working to make it happen.

The main focus will be on our volunteers and visitors, supporting the front of house team to ensure people coming to the museum have a wonderful day, whether as individuals, groups, schools, families or for event. Together with our Front-of-House Coordinator you will lead day-to-day operations, support and train our front of house volunteers and have oversight of the museum site, including the café. Working closely with the Director you will be part of the team driving income generation, events delivery and making sure Wycombe Museum is inclusive and welcoming to all.

You will be working as part of a small and dynamic team at Wycombe Museum focused on encouraging engagement for all within our area. We have lovely visitors and wonderful volunteers, and you will be very much part of our team working with the public and volunteers every day.

Wycombe Museum

Building pride in Wycombe by using our heritage to understand the stories of our people and communities

Wycombe Museum is a family friendly museum that explores the history of High Wycombe and the surrounding areas, through hands-on galleries. Known to many as the chair museum, our collection not only spans Wycombe's furniture-making history, but also includes a significant art collection, local photography, and many varied artefacts relating to the area's rich social history.

Wycombe Museum is housed in a Grade II listed building by High Wycombe railway station near the middle of town. We have an on-site cafe and are based in beautiful grounds which are a designated ancient monument - great for exploring! Pre-COVID we attracted up to 50,000 visitors per year and ran a wide range of community engagement projects plus a hugely popular learning programme.

Wycombe Museum is an independent charity managed by Wycombe Heritage and Arts Trust.

The Role

Job Title:	Visitor Experience Coordinator
Responsible to:	Museum Director
Responsible for:	Front of house, operations management, volunteers
Length of contract:	12 months (with the possibility of renewal)
Hours per week:	Part time, 22.5 or 30 hours per week
Salary:	£14,400 or £19,200 p.a. (FTE £24,000)
Days of working:	To be agreed, some weekend and bank holiday working is part of this job
Purpose:	To lead the Visitor Experience team at Wycombe Museum supporting our volunteers to deliver a wonderful experience for all our visitors.
Location:	Wycombe Museum

Wycombe Museum is committed to equal opportunities for all. Please ask if you need any accommodations made during the application and interview process.

Responsibilities:

- To act as Duty Manager
- To manage Visitor Experience volunteers, including rota, recruitment and training
- To undertake planning and risk assessments for museum opening, events and activities
- To respond to visit enquiries, support group visits, self-led school visits and other special visits to the museum, keeping the Museum Calendar up-to-date
- To encourage donations from members of the public and supporting our Friends and Adopt an Object schemes
- To undertake daily cashing up for the café and shop
- To have oversight of the museum café and shop, supporting when busy (at events etc.) and training volunteers in delivery
- To ensure the day-to-day security of staff, visitors and collections
- To undertake daily site checks, coordinating day-to-day health and safety for the museum, and working with contractors to maintain the building and grounds
- To keep the daily KPIs up-to-date
- To be added to the alarm list along with other colleagues, meaning occasional call out to site (with a security person)
- Any other reasonable duties as requested by the Director

Role requirements

	Essential	Desirable
Experience	<ul style="list-style-type: none">• Experience of motivating, managing and developing a team• A demonstrated experience of volunteer management• Working as part of a team including volunteers, staff and freelancers	<ul style="list-style-type: none">• Working in a museum or heritage environment• Experience of working in a retail, events or heritage setting
Skills and knowledge	<ul style="list-style-type: none">• Good communicator who can be friendly and supportive• Understanding the needs of different visitors to the museum• Commitment to delivering excellent customer service• Experience of managing health & safety in a public environment• Highly organised with good IT skills• Willingness to undertake First Aid training	<ul style="list-style-type: none">• First Aid Trained

Applications

Please send a cover letter of no more than two sides of A4 and your CV showing how you meet the role requirements to Director, Roz Currie at roz.currie@wycombemuseum.org

Deadline: 26th November

Interviews will take place on 28th and 29th November