



Position title	Apprentice – Attendant
Job Purpose	To carry out work experience to learn the role of the attendant in ensuring security of the museum and its contents and the control, direction and care of visitors to the museum. To welcome all visitors to the museum and provide a first class level of customer service at all times. To support the smooth running of events and activities at the museum by setting up furniture and equipment as appropriate.
Responsible to	Senior Attendant
Line reports	N/a
Key responsibilities	<p>1. Security</p> <ul style="list-style-type: none"> • Learn about the importance of maintaining a highly visible security presence throughout the day • Undertake light portering and security services for the museum and its collections, including the monitoring and operation of fire and burglar alarms
	<p>2. Customer service</p> <ul style="list-style-type: none"> • Shadow attendants to provide front of house welcome, information and assistance to visitors to ensure that the positive image of the museum is maintained • Work with attendants to identify visitors' needs before they have to ask for assistance e.g. wheelchair users, visitors with young children • Assist with visitor orientation • Learn about the operation of the museum and what the museum is about, in order to help visitors with their enquiries. • Enhance the positive image of the museum
	<p>3. Health and Safety</p> <ul style="list-style-type: none"> • Learn about the importance of ensuring the safety of visitors to the museum, and staff of the museum • Assist with cleaning of public areas and other areas as required • Work with attendants to assist with evacuation of the museum when necessary • Work with attendants to ensure the maintenance of orderly conduct by visitors

	<p>4. Other</p> <ul style="list-style-type: none"> • Provide portering assistance as required i.e. light manual lifting and carrying • Work with attendants to set up IT equipment for meetings and presentations and any other equipment and furniture required • Provide a messenger and errand service, including daily delivery of post to the main sorting office • Undertake other duties as appropriate to the role and within the competence of the role holder • Assist in the erection and dismantling of stands, exhibitions and displays as required • Be aware of and comply with the museum's policies • Positively represent and promote the museum and its activities
Skills and experience	<p>Security</p> <ul style="list-style-type: none"> ○ A keen interest in working in a security and customer service environment
	<p>Communication skills</p> <ul style="list-style-type: none"> ○ Ability to communicate effectively with members of the public and other members of staff
	<p>Commitment to learning</p> <ul style="list-style-type: none"> ○ Ability to commit to a formal programme of learning ○ Commitment to learning in the work place
Personal specification	<ul style="list-style-type: none"> ➤ Self- motivated and able to work with a degree of autonomy ➤ Friendly approach when dealing with other people ➤ Interested in own development and prepared to commit to gaining a qualification ➤ An interest in and enthusiasm for working with members of the public ➤ Focused approach to learning ➤ Physical ability to stand for long periods of time ➤ Committed to the aims and objectives of the Geffrye Museum ➤ Commitment to working as part of a team