

Job Description

Job Title:	Museum Assistant - Seasonal
Salary:	£10.85 (under 21) - £12.71 (21 and over) per hour* <i>*From 1 April 2026</i>
Contract Type:	Casual
Reporting to:	Museum Supervisor

Job Purpose

Museum Assistants work as part of a wider front of house team to provide an excellent experience to all museum visitors, which may include car enthusiasts, families, conference delegates, school groups as well as the general public. This position is to support our busy summer season, from April – September and will involve predominantly weekend working, both inside the building and outside in the grounds.

The successful candidate will be passionate about our collections and deliver exceptional and consistent customer service across the board, undertaking a huge variety of duties to ensure the smooth running of the Museum as a popular visitor attraction.

We're looking for someone who loves interacting with the general public and who can retain and impart information about the Museum in an educational and entertaining way. You will be joining an enthusiastic and friendly team as well as a charitable organisation whose aim is to share the rich content of the Museum with as wide an audience as possible. This vital role as the front face of the Museum is an ideal opportunity for someone who has the drive to deliver a truly unique experience for our visitors.

Main Duties

- Working in all areas of the museum, including the pay desk, Collections Centre, Gift Shop, internal and external shows and events;
- Weekend working to support the busy summer show season;
- Attend daily front of house briefings to understand daily business requirements and special guest instructions;
- Learn and retain information about the Trust and its collections and pass that on to visitors in an educational and entertaining way;

- Ensure that throughout the day and at the end of a shift, all areas of the museum are presentable, and ready for the next day's visitors;
- Ensure that all cash handling and billing procedures are carried out and completed in accordance with Trust policy;
- Ensure completion of daily checks and tasks;
- Adhere to all the Trusts Standard Operating procedures;
- Liaise with the Museum Supervisor and Duty Manager for any special requirements to ensure customer expectations are maintained at all times.

Knowledge, Skills, Experience and Attributes Required

- Ability to work under pressure during peak hours and busy events;
- Able to work as part of a Team but also able to work independently as required
- Flexibility to work in different roles both internally and externally;
- High level of customer awareness and sensitivity;
- Strong interpersonal skills
- Effective communicator
- Good time management;
- Smart, professional appearance;
- Previous cash-handling experience would be advantageous
- High levels of accuracy and numeracy;
- PC Literate
- Excellent time management.

Inclusion and Diversity Statement

As an organisation the British Motor Industry Heritage Trust is committed to eliminating discrimination and encouraging diversity amongst our workforce. We welcome applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.