

Role title:	Port Sunlight Museum Assistant (Museum Assistant)
Role purpose:	<p>Port Sunlight Museum is part of Port Sunlight Village Trust's (PSVT) visitor offer under the umbrella of Port Sunlight Museum.</p> <p>Port Sunlight Museum explores the foundation of Port Sunlight and its subsequent development from 1888 to present day.</p> <p>The Museum Assistant will support PSVT's visitor services staff in ensuring that all visitors to Port Sunlight Museum have a safe, enjoyable and memorable experience. The primary purpose of the role is to ensure that all museum visitors are given the opportunity to watch the film 'Sunlight Spirit'.</p>
Role description and responsibilities:	<p>You will:</p> <p>Primary role:</p> <ul style="list-style-type: none"> • Invite visitors to watch the film 'Sunlight Spirit' • Seat visitors safely, adhering to social distancing • Ensure film is shown twice within each hour (5mins and 30mins past) • Start/stop film, switch lights on/off • Once film has finished direct visitors into the museum • Clean down chairs for next showing • Use a radio to communicate with the individual on the main door <p>General responsibilities:</p> <ul style="list-style-type: none"> • Provide a warm and friendly welcome to our visitors. • Assist with visitor orientation and answering general questions about Port Sunlight Museum, Port Sunlight village and the work of PSVT. • Assist with the management of visitor flow and visitor numbers. • Carry out Covid actions: routine cleaning, guidance with 'Clean Hands Kits', ensuring all visitors are wearing face masks • Undertake audience research on behalf of PSVT, e.g. visitor surveys. • Encourage visitor interaction, play and discovery with the exhibits. • Report any cleaning, exhibit maintenance or safety issues to visitor services staff. • Carry out duties in a manner that always reflects PSVT's values. • Be a valued member of a friendly, proactive and committed team of staff and volunteers in PSVT's Heritage directorate.

Role reports to:	Camella Cotton, Visitor Services Team Leader.
Where:	This role will be primarily based at Port Sunlight Museum, which is located in the building that was once the Girls' Club at 23 King George's Drive.
When:	Port Sunlight Museum will open to the public in early Summer 2021, date to be confirmed and subject to Government guidelines. The proposed opening hours for Port Sunlight Museum will be Wednesday to Sunday from 10.00-17.00. Reduced opening hours may be introduced from time to time. Volunteers are required to undertake a 4-hour shift at least twice per month.
Duration:	Port Sunlight Museum is a permanent part of PSVT's visitor offer. A review of the Museum Assistant role will be undertaken every 6-12 months.
Volunteer requirements:	<ul style="list-style-type: none"> • An interest in and passion for the history of Port Sunlight is essential. • Enjoy interacting with people of all ages. • A people person with a flair for good communication. • Confidence with technology – The ability to start and stop the film in the museum for which training will be provided. Plus use a 2 way radio for communication with the rest of the team • Strong organisational skills and the ability to work independently • Committed to delivering exceptional customer service. • Punctual, reliable and committed. • Proactive with a positive and enthusiastic outlook and attitude.
Commitment to you:	<ul style="list-style-type: none"> • A full induction and training programme will be provided to ensure you are fully supported and equipped to carry out the role. • PSVT will observe all UK Government guidelines for volunteers, staff members and visitors, following the Coronavirus outbreak in 2020.
What's in it for you:	<p>You will:</p> <ul style="list-style-type: none"> • Be part of the Port Sunlight Museum experience. • Develop new learning and communication skills and enjoy exciting new experiences. • Become part of a friendly and dynamic team. • Be an integral part in representing the heritage of Port Sunlight.
Why we want you:	The knowledge, skills and enthusiasm of volunteers are critical to the visitor experience at Port Sunlight You will promote the history



	and significance of the site and the values of PSVT, create a safe and welcoming environment, ensure all visitors get value for money, and drive repeat visits as well as recommendations to families and friends.
Notes:	Reasonable travel expenses (parking fees, train fare) can be recovered for volunteers in line with PSVT's Volunteer Expenses Policy. Receipts must be submitted on a monthly basis.
For more information contact:	Camella Cotton, Visitor Services Team Leader, c.cotton@portsunlightvillage.com , 0151 644 4800