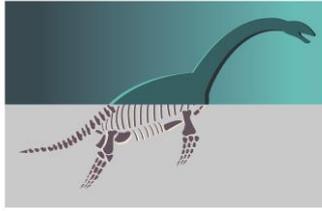


THE ETCHES
COLLECTION



MUSEUM OF JURASSIC
MARINE LIFE

Job Specification

Title:	Front of House Volunteer
Reports to :	Volunteer Manager
Location:	Kimmeridge, Dorset
Hours of Work:	To be agreed – a minimum weekly commitment is required. The Museum is open March – Sept 10am -5pm ; Oct - Feb 10am – 4pm
Responsible for:	This role has no direct reports

BACKGROUND INTRODUCTION

This collection of Jurassic marine fossils has been amassed over 40 years by Mr Steve Etches MBE who gifted it to the nation and the Trust in 2014 for the benefit of the nation. His wish is that it remains in the public domain in Kimmeridge, its natural home, for the benefit of all for ever. It is universally recognised as a unique collection of world importance.

The Kimmeridge Trust now owns and is responsible for the conservation and development of The Etches Collection of Marine Fossils through the operation of the museum which also serves as a community centre for Kimmeridge and the surrounding area.

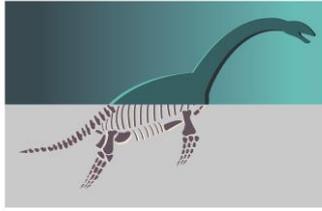
Funding for this £5M project to construct the building on its site and to install the exhibition was provided HLF (63%) with the balance from other stakeholders and the Trust, who are responsible for leading the development and its future operation.

The building is designed primarily as a museum with the ability to service the needs of a community centre for Kimmeridge and the local area.

KEY RELATIONSHIPS

- Chief Executive Officer
- Volunteer Manager
- Visitors

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JOB PURPOSE

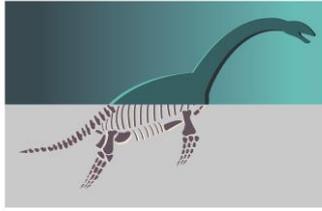
To act as the first point of contact for visitors and operate the front of house admission and retail systems and create a supportive and welcoming atmosphere. To ensure all areas of the building are presentable to visitors. To assist with the general support and operation of the museum. To develop a solid understanding of the collection and the local area and to share this with visitors in an engaging manner.

KEY TASKS

- To greet visitors, record admissions, take payment and provide museum guides
- To answer the telephone, record all messages in the log book and pass information to the relevant contact
- To handle initial enquiries about group visits, complete the enquiry form and pass it to the appropriate member of the support team.
- To service customers in the retail area.
- To develop an understanding of stock holdings and flag any potential shortfalls or over orders with the Front of House Support.
- To send out literature as required.
- To tidy and restock the museum guides and leaflets
- Has sufficient knowledge of the collection and is able to communicate this to visitors in an engaging and clear style. Understands from where and whom to obtain more detailed information
- Leads on visitor tours of the collections.
- Reports visitor feedback on the collection
- Supports events as requested.
- Supports the opening up and close down the museum and all its facilities
- Check the cleanliness and overall tidiness of the museum as per schedules and rectify as required.
- Has an understanding of emergency evacuation procedures and is able to support the evacuation of visitors if necessary.
- Checks for visitor hazards and highlights them to the relevant member of the support team.

This description is intended as a general indication of the main responsibilities of the role and does not include detailed instructions on how tasks are undertaken. You may be required to carry out additional tasks within your capability.

THE ETCHES
COLLECTION



MUSEUM OF JURASSIC
MARINE LIFE

PERSONAL ATTRIBUTES

- Dependable
- Team player
- Clear communication style
- Pragmatic
- Flexible
- Customer focused
- Empathetic
- Enthusiastic and energetic
- Positive