

Bow Street Police Museum

Museum Co-ordinator Job Description



Job Title: Museum Co-ordinator

Reporting to: Museum Manager

Salary: £25,000 pro rata

Term: Part-Time. Permanent, with an initial 3 months' probation period.

Details: Three days a week. Evenings and weekends required.

Start date: August 2022

Background

Bow Street Police Museum is an independent museum. Located on the site of the 1881 Bow Street Police Station and Magistrate's Court, the Museum is filled with rich stories of investigations, arrests and justice being served. From the earliest watchmen and Bow Street Runners, to the modern Magistrates presiding over cases of international renown, peoples' stories are at the heart of our content. Newly opened in 2021 visitors are invited to step inside the cells to explore the important and fascinating tales of Bow Street and its unique links with police history.

The Museum is run as an independent Trust. It doesn't currently have its own collection; items on display are on loan from the Metropolitan Police Heritage Centre, and donated by former serving officers from Bow Street.

Our purpose

As a museum, our purpose is to engage audiences in an ongoing conversation about the history of policing in London. Through our exhibitions, talks, workshops and events we focus specifically on the role of Bow Street within that history, and the ensuing impact of these events on the lives of Londoners past, present and future.

As an organisation, we are committed to providing opportunities that are inclusive and accessible to all. We strive to build partnerships across industries to ensure our work reflects, and represents the voices of everyone we engage with.

The role

The role of Museum Co-Ordinator is to support the day-to-day operations of the Museum; welcoming visitors and engaging them with the history of the site and exhibitions on display, supporting the development and delivery of events, working alongside and supporting volunteers, and maintaining operational procedures for safety and security. The Museum Co-ordinator will also contribute to the vision and values of the museum, which prioritises inclusion and accessibility for all.

The Museum is currently open 3 days a week, Fri- Sun. In addition, evening events take place in the Museum space, and require the support of Museum staff. Museum Co-ordinators follow a rota-based system to ensure weekend working and event opportunities are fairly distributed to every member of the team. If scheduled to work on a day when the museum is not open to the public, staff will be able to work from home.

We are currently looking to appoint a Museum Co-Ordinator who will share the following list of responsibilities on a part-time basis with other members of the team.

Bow Street Police Museum promotes diversity and equal opportunities for all. We welcome applications from people regardless of sex, race, disability, sexual orientation, age, or religious beliefs. Those who identify as a person of colour, or who are under the age of 30, are under-represented in our staff, and volunteer teams, and we particularly encourage applications from people in these groups.

Responsibilities

Customer service and visitor engagement

- Welcome individuals and groups (including schools and university students) to the museum
- Provide information about the exhibitions, and history of the site
- Respond to enquires – in person, and via the website or email

Ticketing and retail

- Check visitor tickets
- Sell and issue tickets in person, or over the phone, as required
- Sell retail items from the museum shop
- Monitor retail sales, and arrange restocking of products as required

Safety and security

- Undertake all health and safety, security, and first aid training as provided by the Museum
- Understand and comply with all operational policies and procedures to ensure safety and security of visitors, exhibits and building

Events and activities

- Support the Museum Manager to develop and deliver a programme of events connected to the content and themes of the Museum's exhibitions – this will include activities onsite (evening talks), offsite (guided tours) and online (via Zoom).
- Procure equipment, resources and catering for events as required
- Provide operational support during events
- Generate promotional content (text and images) about events for publication on social media, the museum's website and in the museum's quarterly newsletter

Access and inclusion

- Represent Bow Street Police Museum at local and sector-leading networks that support venues to become fully accessible, and inclusive for all audiences

- Work alongside the Museum Manager to implement strategies to ensure Museum events are fully accessible and inclusive

Marketing, website and social media

- Work alongside the Museum team to generate content for social media and the museum's website
- Monitor online engagement, responding to questions and enquiries as they arise

Volunteers

- Work alongside and support Museum volunteers to deliver activities as appropriate

Person specification

	Essential	Desirable
Experience & Knowledge		
Experience of delivering high-quality customer service in a public-facing environment	✓	
Experience of engaging the public, and sharing information in an interesting and compelling way	✓	
A knowledge of, or an interest in, the history of policing in London		✓
Demonstrable experience of processing customer payments using online, and in person point of sale systems		✓
Experience of following health and safety and security protocols in a public venue	✓	
Demonstrable experience of delivering public events in a museum, or similar heritage or arts venue	✓	
A clear understanding of how to develop compelling events inspired by a historical collection or story	✓	
A clear understanding of the barriers to engagement faced by different audiences, and ways to overcome those barriers	✓	
Knowledge of relevant networks, sector groups and advocacy organisations local to the museum and across the heritage sector		✓
Demonstrable experience of using social media, and social analytics tools	✓	
A clear understanding of the role of social media as a tool for audience engagement, and sector networking		✓
Skills		
Excellent communication skills	✓	
Excellent customer care skills	✓	
Excellent organisational skills	✓	
Strong attention to detail	✓	

Ability to manage multiple tasks during busy periods	✓	
Ability to work as part of a team	✓	
Flexibility to meet changing requirements	✓	
Attributes		
A pro-active approach to problem solving	✓	
Ability to remain calm, and focused in a busy environment	✓	
Ability to work creatively, and apply critical thinking to overcome hurdles and attain goals	✓	
A commitment to promoting equality, access and inclusion for all	✓	

How to apply for this role

To apply for the position of Museum Co-ordinator please email your CV, and a covering letter outlining how your experiences and skills match the person specification to info@bowstreetpolicemuseum.org.uk

The deadline for applications is midnight, Sunday 17th July 2022.

Interviews will be held the week commencing 25th July 2022.