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| JOB DESCRIPTION AND PERSON SPECIFICATION  Freelance Gallery Supervisor |

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| Job title | Freelance Gallery Supervisor |
| Contract type | 5 days per week (Wednesday to Sunday 09.30-17.30) for three months, from mid-February 2020, potentially leading to a salaried six-month contract of employment, subject to funding and satisfactory performance |
| Fee | £12 per hour |
| Job purpose | To welcome and engage visitors to the Migration Museum’s exhibitions with special responsibility for the museum shop |
| Location | South-East London |
| Deadline for applications | Midnight on 22 December 2019 |
| Interviews | Week beginning 6 January 2020 in London |

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| BACKGROUND |

The Migration Museum ([www.migrationmuseum.org](http://www.migrationmuseum.org)) produces inspiring exhibitions and runs events, education, community and public engagement programmes to shine a light on the many ways that migration to and from Britain across the ages has shaped who we are as individuals, communities and as a nation. Whilst working towards achieving our goal of establishing a permanent London home for the Migration Museum, we have occupied a number of temporary sites, most recently in Lambeth for the past two and a half years.

In January 2020, we are making an exciting move, for at least nine months, to a large retail unit in south-east London, enabling us to bring our offer to entirely new, mass audiences. Our new venue will have a much more substantial presence than hitherto, staging two exhibitions simultaneously (our acclaimed *Room to Breathe*, to open in mid-February 2020, and a new exhibition, *Departures,* charting 400 years of British emigration, due to open in April 2020) together with a number of temporary displays. The museum will also have a space for events, education and community workshops, refreshments and a shop.

We now require a gallery supervisor, with special responsibility for overseeing the museum’s shop, for an initial period of three months, potentially extendable for a further six months, in order to help us to deliver a first-class museum in our new venue.

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| JOB DESCRIPTION |

This is an exciting opportunity for an engaging, well-organised person with an interest in retail and excellent communication skills to join the highly motivated and ambitious Migration Museum team as a key member of the museum’s front of house staff in their new temporary home.

Working with the Museum Manager (whose primary role will be to ensure the smooth and efficient working of all the museum’s spaces) and volunteers, the successful candidate will be the first point of contact for members of the public with the Migration Museum. The role will involve welcoming and engaging a very wide range of visitors - many of whom will not necessarily be familiar with the world of museums – to our exhibitions, workshops and events, so that they feel at home and valued, and that the museum is relevant to them. It is essential that our gallery supervisors have a close understanding of our exhibition content and are able to bring this alive so that it resonates with visitors.

Our new venue will also have an enhanced shop, retailing a variety of books and other merchandise. Part of the gallery supervisor’s role will involve actively managing the shop and helping to ensure its success as a revenue generator for the museum. Working with the museum’s director and other members of staff, the post-holder will ensure that the shop is fully stocked, merchandise is attractively displayed, and will consider commercial possibilities including new and seasonal lines of merchandise as well as other ways of maximizing sales and visitor engagement. The successful candidate will ideally have a flair for design and some commercial background or interest.

In common with all members of the museum’s staff, the post-holder must be genuinely prepared to undertake routine and administrative tasks as required, and relish working as part of a small team within a fast-paced environment, as well as having a truly flexible approach to work with an understanding that the demands of this new role may evolve over time.

Responsibilities:

* Welcoming members of the public to the Migration Museum, engaging them with our mission, the themes we explore and the museum’s exhibitions, as appropriate, and sensitive to, their level of interest. Where appropriate, providing an informative introduction to our exhibitions, with the ability to highlight aspects that may be of particular relevance for individual visitors.
* Encouraging visitor interactions with the exhibitions and the themes explored within them
* Welcoming self-directed school and community groups (as opposed to groups that are facilitated by the museum’s education team) by providing a brief introduction, with the ability both to encourage visitor participation and engagement and also manage challenging behaviour or difficult situations where necessary
* Ticketing and processing donations with the ability to encourage people to make donations
* Ensuring that the shop is fully and attractively stocked at all times, ordering, and generating creative ideas for profitable shop management and tracking revenue generation
* Administrative and routine tasks as required that are necessary for the smooth and effective running of the museum: for example processing evaluation forms, collecting visitor responses to archive as the museum’s collection, troubleshooting technical displays, making exhibition repairs, and helping to maintain the tidy and organised appearance of all museum spaces
* Working with the Museum Operations Manager to ensure effective set-up and clear-up of museum spaces before and after workshops and events

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| PERSON SPECIFICATION |

Essential

* Experience of effectively interacting with and engaging a broad range of people
* Experience working in retail or a similar commercial environment
* Exceptional interpersonal skills and the ability to build and sustain relationships with people from all backgrounds; tactful and diplomatic
* Ability to manage difficult situations or challenging behaviour if necessary
* Exceptional organizational skills, punctuality and a disciplined approach
* Practical skills and a hands-on approach
* Facility with Microsoft Word and Excel and online office platforms
* Strong initiative and the ability to work unsupervised
* Willingness and ability to undertake a wide range of tasks, including routine tasks
* A genuine interest in, and commitment to, the aims of the Migration Museum including a sensitivity to controversial issues
* Collaborative and flexible
* An understanding that this role requires work at weekends

Desirable

* Technical troubleshooting and DIY skills
* Familiarity with the area and local communities
* Knowledge of UK migration history

To apply for this position, please e-mail a copy of your CV, of no more than 2 pages, and a covering letter, of no more than 500 words, to the project director, Sophie Henderson: [sophie@migrationmuseum.org](mailto:sophie@migrationmuseum.org)

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**EQUAL OPPORTUNITIES MONITORING FORM**

The Migration Museum is committed to the principles of equal opportunities. This includes not discriminating under the Equal Act 2010 and monitoring our workforce for diversity to check whether we need to make any changes to our practices. We need your help and co-operation to enable us to do this, but filling in this form is voluntary. The information you supply on this form will be kept confidentially and anonymously and it has no part in the shortlisting process.

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| **Name:** |  |
| **Position applied for:** |  |

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| **Gender:** | |  | | |
| Male ☐ | Female ☐ | | Other ☐ | Prefer not to say ☐ | |

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| **Age:** |  | | | | | | |
| Under 25 ☐ | | 25-34 ☐ | 35-44 ☐ | 45-54 ☐ | 55-64 ☐ | 65+ ☐ | Prefer not to say ☐ | |

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| **Ethnic Origin (the group to which you perceive you belong):** | |  | |
| Asian | Indian  Pakistani  Bangladeshi  Chinese  Other  Prefer not to say | | ☐  ☐  ☐  ☐  ☐  ☐ | |
| Black | Caribbean  African  Other  Prefer not to say | | ☐  ☐  ☐  ☐ | |
| Mixed | White and black Caribbean  White and black African  White and Asian  Other mixed background  Prefer not to say | | ☐  ☐  ☐  ☐  ☐ | |
| White | British  Irish  Other white background  Prefer not to say | | ☐  ☐  ☐  ☐ | |
| Other | ☐ Please specify: | |  | |
| Prefer not to say | ☐ | |  | |

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| **Do you have a disability or impairment?** |  | | | | | | |
| Yes | |  | |  | | | |
| No | |  | |  | | | |
| **If yes, please specify, and refer to the last page of this form:** | | | | | |  |  |
| Mobility difficulties (e.g., wheelchair user) | | | ☐ | | Multiple impairments (please specify) | ☐ | | |
| Hearing impairment or deafness | | | ☐ | | Visual impairment or blindness | ☐ | | |
| Learning difficulties (e.g., dyslexia, dyspraxia) | | | ☐ | | Invisible disability (e.g., epilepsy, diabetes, asthma) | ☐ | | |
| Mental health difficulties | | | ☐ | | Other, not listed here (please specify) | ☐ | | |

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| **Sexual orientation:** |  | | | | |
| Heterosexual ☐ | | Lesbian ☐ | Gay ☐ | Bisexual ☐ | Prefer not to say | |

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| **Religion:** | |  |
| Buddhist | ☐ | | |
| Christian | ☐ | | |
| Hindu | ☐ | | |
| No religion | ☐ | | |
| Jewish | ☐ | | |
| Muslim | ☐ | | |
| Other (please specify) | ☐ | | |
| Prefer not to say | ☐ | | |
| Sikh | ☐ | | |

**Where did you hear about this position?**

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| Social media (e.g., twitter, facebook) | ☐ |
| Migration Museum website | ☐ |
| Other website (please specify) | ☐ |
| From a friend or colleague | ☐ |
| Google | ☐ |
| Other (please specify) | ☐ |

The Migration Museum welcomes applications from disabled candidates, and we strive to accommodate any specific needs. In order to ensure we can make reasonable adjustments to the interview process, if you answered ‘yes’ to having a disability, please let us know below of any accessibility adjustments you would like us to provide.

If offered an interview, I would require the following assistance or adjustment:

Signature: Date:

**Please return this form separately to your application marked ‘strictly confidential’**