



Thank you for thinking about applying for a role at the National Justice Museum. Before the full role profile and person specification, please find some information below about who we are and what we do, as well as our vision and aims, which will give you a flavour of the type of organisation we are.

Thank you for your interest in working for us.

Our purpose:

'We tell the story of justice through time. We work inclusively and collaboratively with communities, supporting the creation of a fairer and equitable society.'

We empathetically enable people of all ages to extend their understanding of the law and justice system, so they are inspired by their rights and responsibilities to play an active role in society.'

We are a multi-award-winning Museum, and we are growing in national stature, winning the 'Museums Change Lives' award in 2021 for our innovative workshops in an envelope project. We are a leader in public legal learning and education and in developing diverse collaborations and partnerships for our work. Our learning programmes are delivered in centres across England, in our historic courtrooms in Nottingham, the Royal Courts of Justice and the Rolls Building in London, and in active courts in the Northwest. Our ambition is to widen our learning offer to more UK locations.

Our museum is based in Nottingham's former Shire Hall and County Gaol, a Grade II* listed building featuring a Victorian criminal and civil courtroom, an Edwardian police station and exhibitions exploring the fascinating history of justice, we house historically significant collections of over 40,000 objects that cover the history of the British Criminal Justice System. The City of Caves forms a key part of our offer and here we explore stories of social justice within Nottingham's largest historic sandstone caves and the country's only underground medieval tannery. We engage and entertain the public by including them in our unique, interactive performances.

In 2018 we became an Arts Council National Portfolio Organisation (NPO), with a specific remit to diversify our workforce and programmes. We have established a reputation nationally and regionally for our person-centred creative approach and have a growing, credible reputation as an arms open organisation, connecting communities through creative activity

and providing services for diverse and not yet engaged groups. We take our museum out to people, engaging with new community partners to co-produce exhibitions and become more accessible to a wider range of people.

Our vision is: 'National Justice Museum has a positive influence on people and their relationship with the law'.

All our work and delivery are underpinned by **our values** which are:

- Innovation that influences people's relationship with the law
- Sustainable in all we do
- Storytelling to engage all our stakeholders whether that be visitors, users, young people, families and local supporters and communities
- Dynamic in our approach to keep what we do relevant
- Creative in the way we solve problems
- Representative of our communities and the issues they care about

We aim to:

- Excel as the national leader of public law education
- Maintain the financial resilience and sustainability of the organisation
- Champion a green agenda and our commitment to environmental sustainability
- Ensure the well-being of our workforce of staff and volunteers
- Use our museum and collections creatively to support our work
- Expand our audience reach and ensure positive and inclusive engagement and representation for all those that engage with us
- Ensure integration, application and engagement with digital technology throughout the organisation

Front of House Assistant

Purpose of the Role

To provide all visitors with a unique, welcoming and high-quality experience when visiting the National Justice Museum and City of Caves by delivering consistently excellent customer service, helping to attract, engage and retain visitors.

Main Duties

Including, but not limited to:

- Deliver excellent customer service at all times.
- Confidently engage with and assist a diverse range of visitors and customers.
- Set up events and functions to the organisation's required standards.
- Support the delivery of events and functions, providing excellent hospitality service.
- Understand food menus and accurately advise guests on ingredients and dietary requirements.
- Operate the bar, taking customer orders and payments, and preparing and serving beverages.
- Set up hospitality bars when required, ensuring stock is replenished, rotated and stored appropriately.
- Understand drink menus and accurately advise guests on ingredients, alcohol content and allergy/dietary requirements.
- Confidently request proof of age when serving alcohol, in accordance with the Think 25 policy.
- Clear and reset event and function spaces following use.
- Provide reception cover at both museum sites in line with the organisation's customer service standards.
- Assist with replenishing retail stock in the shops at both venues.
- Support the monthly retail stocktakes at both locations.
- Undertake any other duties appropriate to the level of the post.

Person Specification

Essential

- GCSEs (or equivalent) in English and Maths.
- Excellent customer service skills.
- Experience of cash handling.
- Flexible and adaptable approach to work.
- High level of attention to detail.

- Ability to work effectively as part of a team.
- Willingness to learn and develop.
- Ability to use initiative and solve problems.
- IT literacy, including Microsoft Word and Excel.
- Willingness to work weekends and evenings.

Desirable

- Previous experience in hospitality, visitor attractions or retail.

Responsible to:	Visitor Experience Manager (VEM)
Hours:	Zero hours, weekend, and evening working expected
Location:	National Justice Museum and City of Caves
Contract:	Permanent, 6-month probationary period
Rate of pay:	£12.71 per hour