

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

Visitor Experience Assistant

Purpose of the role

Delivery of an exceptional visitor experience, providing consistently high standards of customer care whilst actively supporting the strategic priorities of the organisation. To ensure the standards within the front of house areas of the National Justice Museum and City of Caves, acting as a first point of contact for all our visitors. At times to be responsible for the day-to-day activities at the museum and for the City of Caves.

Responsible to:	Visitor Experience Manager (VEM)
Hours:	zero hours per week, weekend and evening work expected
Location:	National Justice Museum and City of Caves
Contract:	Permanent, 6 month probationary period
Rate of pay:	£12.71 per hour rising to £13.66 for Duty Management Cover

Main duties:

- To ensure that the National Justice Museum and City of Caves are open and ready for business by the specified time
- To ensure the smooth running of the front of house areas and the quick and efficient admission of all visitors including group bookings and Education school bookings to the National Justice Museum and/or City of Caves
- To provide an excellent service to all visitors and internal customers
- To ensure targets for Gift Aid, Joint Tickets and Guide books are met and recorded accurately for the VEM.
- To monitor and maintain visitor flow through the opening hours using the Tessitura till and booking system for groups, Education bookings, events and online ticket sales
- To be familiar with all ticket promotions and exhibitions, promoting them where possible
- To provide telephone coverage, take messages and transfer calls as per the organisation's policy and procedures and respond to answer phone messages at least 3 times a day
- To be responsible for leaflets, guidebooks, tickets, children's activity sheets and any promotional materials being fully stocked.
- To resolve customer complaints where it is in your ability to do so, be conversant with procedures to escalate when required.
- To deal with all situations in a calm, efficient manner in accordance with Museum policy and procedures including first aid, lost children, health & safety, and lost property
- Ensure all cash handling procedures including opening and end of day procedures are accurate and tidy in line with the organisation's policy and procedures
- To complete the monthly stock-take at both locations, advising the VEM of new stock requirements
- To be responsible for maintaining high standards and all housekeeping duties for the reception area at both sites, ensuring a safe, clean and secure environment.
- To be fully accountable for the proper operation of the Justice Museum and City of Caves equipment and children's activities, or reporting the faults to the General Manager
- To sort mail deliveries and advise if items are urgent to the relevant staff.

- To act as first point of contact for all deliveries and contractors, dealing with the enquiry as quickly as possible (Museum only)
- Ensure set up of events and functions meets organisational standards
- Organise and provide service during events and functions
- On occasion to cover Duty Management responsibilities such as opening/locking up, covering lunch breaks, running events such as Murder Mysteries or the Escape room and cash management when the Assistant Visitor Experience Manager is unavailable.
- Any other duties consistent with the level of the post.

Person Specification

Essential:

- Excellent organisational ability and ability to manage own workload
- Excellent interpersonal skills
- Supervisory experience
- Excellent communication skills
- Computer Literate
- Previous experience of working in a customer facing role/receptionist
- Able to work without supervision
- Professional image
- Numerate with a proven ability to balance a till
- Commercially driven, an ability to promote the organizations services and facilities
- Flexible and able to work weekends and school holidays

Desirable:

- Experience within the leisure and tourism sector
- Experience using a ticketing or booking system.
- Current first aid at work certificate

Essential Attributes:

- Meeting Customer Needs
- Personal organisation
- Quality Conscious
- Communication both written and verbal
- Managing relationships
- Self-Control
- Drive for Results
- Flexibility

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