



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 North West. 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:

'For everyone - equity and justice through engagement, inspiration, learning, and unforgettable experiences.'

Our values

We work creatively and equitably with people and communities; our values are to be:

- Inclusive and equitable – we aspire to build a more diverse and representative organisation
- Open and collaborative – we celebrate diversity, creative collaboration and partnership working, we listen to, and respect people and we stimulate conversations with our communities, around the role of law, justice and society.
- Ambitious and dynamic – we embrace diverse people and thinking. We challenge ourselves so we develop and deliver excellence.
- Authentic – people learn and access our stories and history through experiencing our unique historic buildings and our museum collections.
- Be here for the future – we take a whole organisation approach to sustainability, ensuring we support people, partnerships and our environmental and economic future.

Our aims

We aim to:

- Excel as the national leader of public legal 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

To work effectively as part of a team to ensure the smooth operation of our busy reception areas and help us to deliver an exceptional visitor experience. To deliver the highest standards of customer care at all times whilst actively supporting the strategic priorities of the organisation through our ticketing systems. To provide Duty Manager cover as required for events and opening and locking the buildings as per our procedures.

Responsible to:	Visitor Experience Manager (VEM)
Hours:	3 shifts (25 hours) per week, weekend and evening work
Location:	National Justice Museum and City of Caves
Contract:	Permanent, 6-month probationary period
Rate of pay:	£12.21 per hour with enhancements for Duty Management Cover

Main duties:

- To ensure that the National Justice Museum and City of Caves reception areas are open, organised and ready for business by the specified time.
- To ensure the efficient admission of all visitors including group bookings and school bookings to the National Justice Museum and/or City of Caves using the Tessitura CRM platform.
- 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 provide an excellent service to all our building users.
- To ensure targets for Gift Aid, joint tickets and guidebooks are achieved and recorded accurately for the VEM.

- To be familiar with our buildings and products, paying particular attention to ticketing promotions and new exhibitions, promoting them wherever possible.
- To provide general reception duties, including but not limited to, telephone and answer phone operation, restocking of promotional and activity materials, first aid and lost property procedures, mail and parcel sorting.
- To assist as required with a monthly stock-take at both locations.
- To be responsible for maintaining high standards and general housekeeping duties for the reception areas at both sites, ensuring a safe, clean and secure environment.
- To cover Duty Management responsibilities as required, that include but are not limited to, opening/locking the buildings and exhibitions, covering lunch breaks, managing various day time and evening events and processing all associated monies.
- Any other duties consistent with the level of the post.

Person Specification

Essential:

- Excellent organisational ability and ability to manage own workload
- Excellent interpersonal and communication skills
- Experience with working in a ticketing environment
- 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 evenings, weekends and school holidays

Desirable:

- Experience within the leisure and tourism sector
- Current first aid at work certificate
- Supervisory experience

If you wish to apply for this exciting role then please send in your current C.V and a covering letter, stating why you would like to work for the National Justice Museum to:

Amy.Leggett@nationaljusticemuseum.org.uk

Closing date for applications is the 20th July 2025.