

Post:	Museum Assistant (zero hours cover)
Where:	Andrew Carnegie Birthplace Museum, Dunfermline
Status	Permanent , seasonal, part-time cover for up to four shifts of 3.75 hours per week. Zero hours guaranteed.
Salary:	£12 p/h
Reporting to:	Museum Manager(s)
Closing Date:	5pm 23 <sup>rd</sup> Feb 2024
Interview Date:	Tuesday 12 <sup>th</sup> March 2024

### About the Museum

The Andrew Carnegie Birthplace Museum is an accredited award winning museum and is a top-rated visitor attraction in Dunfermline.

The Museum tells the story of Andrew Carnegie, the Scottish-born American steel magnate and philanthropist, and has two parts: the cottage where Andrew Carnegie was born, and the adjoining exhibition hall commissioned by his wife Louise Whitfield Carnegie in the 1920s “to inspire future generations to follow in his footsteps.”

The Museum tells the story of the life and philanthropic legacy of Andrew Carnegie and uses this as a basis for our activities and events. The Museum is owned by and operated by the Carnegie Dunfermline Trust.

The museum collection consists of around 6,000 objects and ranges from fine art to taxidermy, from silverware to archeology. This varied and eclectic collection combines to tell the story of Andrew Carnegie’s vast impact on the world today.

### Job Description

As a Museum Assistant, you will play an important part of the museum’s front-of-house team. The customer service provided by you directly impacts on the quality of the cultural offer and reputation of the museum, and our town, nationally and internationally.

Your role is to ensure that every visitor receives a warm and friendly welcome and a brief introduction to the museum. As a Museum Assistant you are expected to encourage visitors to enjoy their museum experience, purchase shop products, and offer information about other visitor attractions and services in Dunfermline. You will be asked to maintain the safety of the collections and of the visitors by ensuring that our Security and Health & Safety policies are followed. You will also be expected to undertake some additional tasks, including basic admin, tidying and cleaning.

The Museum operates on a rota system, and frequent weekend working is required. During the tourism high-season there may be restrictions on the periods during which leave can be taken. The Museum is closed between December - February each year for maintenance. Museum Assistants will not be working during those months.

### Main Responsibilities

The main responsibilities include, but are not limited to:

- Provide a warm and friendly welcome to visitors
- Engaging with visitors, by introducing them to the museum, answering their questions about the museum displays, Andrew Carnegie and Dunfermline
- Promoting museum events (talks, tours, workshops) to visitors
- Supporting the delivery of museum events
- Proactively encourage the sale of shop merchandise
- Operating the shop till and carrying out daily banking procedures

- Ensuring that all areas of the museum (internal & external) are tidy and attractive
- Following the Security and Health & Safety guidelines to guarantee the safety of staff, visitors and collections and reporting any aspects of the museum in need of repair
- Working with minimum supervision within the overall team and regularly reporting to the Manager and Museum Administrator. Lone working is sometimes required
- Capturing visitor data and statistics
- Working with volunteers
- Opening and closing the museum

Before an appointment can be confirmed, you will be subject to a PVG check.

#### Person Specification

Essential Skills and Competencies	Demonstrate this in:
Excellent people skills and ability to communicate with a wide variety of people demonstrating a warm welcome for everyone	CV & Interview
Ability to work in a small team, willingness to help others, to take instruction and feedback ideas	CV & Interview
Ability to work independently and using your initiative	CV & Interview
Eagerness to learn about the museum displays, collections and Andrew Carnegie	Interview
Excellent time keeping	Interview
Attention to detail	Interview
Ability to think and act calmly and politely when confronted with customer complaints or emergencies	Interview

Desirable Skills and Competencies	Demonstrate this in:
Experience of working or volunteering in customer-facing environment or tourism industry	CV
Basic knowledge of common European language/s	CV
Basic IT and social media skills	CV
Experience of tills, cash reconciliation and cash and credit card handling	CV

**Annual Leave:** Part time staff have an annual leave entitlement that is pro-rata to that of a full-time employee. During the tourism high season there may be restrictions on the periods during which leave can be taken.

#### How to apply

Please send your CV and a supporting letter to:

Museum Manager,  
Andrew Carnegie Birthplace Museum,  
Moodie Street,  
Dunfermline, KY12 7PL

or email [curatorial@carnegiebirthplace.com](mailto:curatorial@carnegiebirthplace.com)

#### TIMELINE

<b>Application received by</b>	5pm 23 <sup>rd</sup> Feb 2024
Shortlisting	26 – 29 Feb 2024
Invited to interview	1 <sup>st</sup> March 2024
Interviews	Tuesday 12 <sup>th</sup> March 2024
Start date	Early April 2024