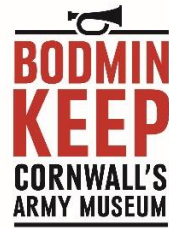




Supported using public funding by
**ARTS COUNCIL
ENGLAND**



Apprenticeship Vacancy: Customer Service Assistant

This is a Level 2 Customer Service Practitioner Apprenticeship. The qualification is delivered by Cornwall Apprenticeship Agency, with 20% of the paid hours spent undertaking 'off the job' work-based learning, which is delivered and assessed in the workplace.

Hours: 37.5 hours per week, which may include some weekends and evenings

Wages: National Adult Living Wage (currently £8.72 per hour - £17,000 per annum)

Term: 15 months fixed-term

Holiday: 28 days per annum including statutory public holidays

Start Date: January 2021

The successful candidate will be joining our small team at Bodmin Keep Army Museum, which is the trading name of Cornwall's Regimental Museum, a registered charity that is dedicated to preserving and sharing the heritage of the County's Army regiment, the Duke of Cornwall's Light Infantry. The museum's historic home, The Keep, houses an important collection which tells the stories of our soldiers, their families and communities. Looking to the future, our vision is to take the museum on to even greater things and make it a must-see place for enjoying and learning about heritage.

You will be working primarily alongside the Visitor Experience Manager and Marketing Manager to undertake a wide range of duties including:

- Greeting visitors at museum reception, selling tickets and retail goods
- Assisting with the daily presentation of the museum including putting out signage and some cleaning
- Assisting with museum shop including cleaning, pricing, merchandising, stock-taking and fulfilling online shop orders
- Managing bookings for events and maintaining the bookings diary
- Assisting with setting up meeting rooms
- Assisting with group visits
- Assisting with volunteer administration
- Updating and maintaining the museum's contact database
- Assisting with fundraising activity
- Assisting with marketing activity and social media including distribution of marketing material and updating online listings
- Responding to visitor queries online or in person

- Collecting the annual target number of visitor survey questionnaires and inputting the data online
- Undertaking general administrative tasks such as filing, photocopying and answering the telephone.
- Undertaking any other work as requested by the team.

If Covid 19 restrictions or closures result in customer-facing work on site being restricted, the digital aspects of the role will be developed to support the museum's profile and customer and supporter relationships online.

You will be expected to manage your own workload, so an organised person with good attention to detail would do well. This role will allow you to develop and grow with excellent opportunities to develop your skills and confidence. There will be opportunities to attend additional training courses and networking events to learn more about Cornwall's cultural and heritage sector and further develop your talents.

Essential Skills Required

- Proficient in Microsoft Office

Essential Personal Qualities

- Organised, with good attention to detail
- Reliable and punctual
- Good at multi-tasking
- Good telephone manner and communication skills
- Pro-active and able to use own initiative
- Positive problem-solving approach
- Works well in a team

Qualifications

- GCSE Maths and English at Grade C or 4 (or equivalent) is desirable but not essential.
- Some experience of working or volunteering in a customer service role would be advantageous.

How to apply: Apply through the government apprenticeship online portal at this link:

<https://www.findapprenticeship.service.gov.uk/apprenticeship/-549212>

Closing Date for Applications: 13th November

Interview Dates: W/C 23rd November

This apprenticeship is being offered in partnership with Cornwall Museums Partnership and is funded by Arts Council England and Cultivator; a project supported by European Structural and Investment Funds, HM Government, Arts Council England and Cornwall Council.