

Job Title:	Events and Communications Assistant	Responsible to:	Visitor Services Officer
Hours:	12.5 hours per week, fixed term to 25 th September 2027. Saturday 10am – 5.15pm and Sundays 11.30am – 5.15pm. Will include occasional evening working.	Responsible for:	Volunteers
Location:	Ely Museum and occasional off-site events	Salary:	£25,799 pa pro rata (£13.23 per hour).

Overall purpose of the role:

To support the planning, delivery and promotion of museum events and activities, while also contributing to visitor services and income generation through regular work on the museum welcome desk.

Events and Programming

- Assist with the planning, booking, delivery and evaluation of events and activities at the museum and other locations.
- Assist with the planning, delivery and evaluation of offsite outreach activities.
- Support the planning and delivery of Museum Birthday Parties.
- Support the staff team with income generating activities such as set up for Aedwen room hire or learning sessions.

Visitor Services and Operations

- Welcome and orientate visitors to the museum.
- Encourage secondary spend in the museum shop.
- Deputise for the Visitor Services Officer when not present: open and close the museum, including quality and safety checks of galleries and facilities, and cashing up.
- Act as a keyholder for the museum building.
- Contribute to keeping the museum clean and tidy
- Work with the museum's small staff team to ensure the successful running of the museum, including occasional cover and working two Bank Holidays per year.
- Undertake other duties appropriate to the post, as directed by the Visitor Services Officer or the Deputy Curator.

Communications and Marketing

- Provide content for social media posts and other and communications activity.
- Monitor social media channels and support marketing work.

General Accountabilities:

- Work in compliance with the Codes of Conduct, Regulations and Policies of Ely Museum as well as their commitment to Equal Opportunities.
- Be responsible for own safety and not endanger that of colleagues/ visitors.
- Ensure that output and quality of work is of a high standard and complies with current legislation/standards.



Person Specification

Essential Criteria	Desirable Criteria
Experience of planning and delivering events and activities for a variety of audiences	Experience of events, audience development work and evaluation in the heritage, cultural or arts sectors
Experience of customer service	Experience of creating content for social media
Excellent written and verbal communication skills	Experience of designing marketing materials
Enthusiasm and a willingness to learn	An understanding of different audience needs
Honest and trustworthy	Experience of being responsible for keys and/or money
A strong team player	Driving Licence and access to a car

Additional Information

Ely Museum is an independent museum and a Charitable Incorporated Organisation. The Trust was formed in 1972 and the museum first opened to the public in 1975. Ely Museum moved from the High Street to the Old Gaol in 1997. The museum closed for a £2.2m NLHF funded refurbishment in September 2019 and reopened in May 2021.

The Museum tells the story of the landscape of the local area and the lives of the people who have lived there. Displays cover the Jurassic to the 21st century, in a hands-on and creative way. The newly built Aedwen room provides a light, flexible and inspiring space for teaching and learning. The Museum has full Accreditation with Arts Council England.