



Soane Museum Enterprises
13 Lincoln's Inn Fields
London WC2A 3BP
+44 (0)20 7440 4279
www.soane.org
Company no. 08171280

Vacancies for Guidebook Seller – Casual and Fixed term 6 months

£13.15 per hour including holiday supplement (casual rate)

3 vacancies (including weekday & weekend shifts)

We are seeking to recruit specialist Guidebook Sellers who will be employed on a casual basis and be responsible for greeting our visitors and selling our guidebooks. We are looking for people who are available to work on weekends or on the weekdays we are open to the public that is, Wednesday to Friday. Shifts last for 4 hours and are either morning or afternoon. We hope to offer up to two shifts a week, either on a casual or fixed term basis.

Sir John Soane's Soane Museum

Sir John Soane's Museum is the idiosyncratic house-museum of the great Regency architect Sir John Soane (1753 – 1837) and still displays his collection of antiquities, furniture, models and paintings in the same state in which they were left at the time of his death as well as preserving over 30,000 architectural drawings and a fine Library. The Museum's treasures include paintings by Hogarth (*A Rake's Progress*), Canaletto, Turner and Reynolds. The finest Egyptian Sarcophagus in the world can be found in the basement, along with sculpture, antiquities, books, prints and even a mummified cat. Sir John Soane's Museum is considered by many to be best house-museum in the world.

The Role

This specialist role is absolutely essential to generating income for the Museum through Soane Museum Enterprises. The Guide Book Seller greets every visitor, offers to sell them a guidebook and map as well as explaining the best way to enjoy the Museum. This role also supports the museum's shop, has excellent personal development opportunities and is a brilliant opportunity for someone who is keen to work in a Museum environment.

Your skills

You should have an interest in working in a Museum and be a good communicator. You will have a positive approach to sales and a flexible style of appropriate selling, adjusting your style accordingly to the visitor.

Key aspects of the role

- Provide a warm and courteous welcome to visitors who arrive at the Museum and answer any questions they may have about their visit, ensuring the principles of diversity and inclusion for all are met.
- To deliver our Guidebook and Tours sales targets to meet the Museums KPI's as well as actively supporting other museum income sources.
- To work as part of the Retail team to provide a professional and enjoyable shopping experience.
- To fully understand the security procedures of the Museum and play an integral

role in protecting the museum's collection.

- Follow accurate cash handling procedures.
- Work as part of the Retail Team to provide adequate shop cover.
- Restocking of shop products and help with appropriate retail tasks.
- To take care of your personal health and safety and that of others and report any health and safety concerns. Ensure pro-active compliance with the Museums Health and Safety policies.

Person Specification

- Sales experience
- Experience of using POS & till systems
- Good communication skills
- Friendly, confident and welcoming manner
- Positive attitude to visitor engagement
- Reliable, responsible and trustworthy
- Strong cash handling skills
- Flexible approach
- Smart appearance (~~essential~~)
- Good standard of spoken English (essential); additional languages desirable.
- Have a positive approach to sales and a flexible style of appropriate selling, adjusting your style accordingly to the visitor
- Ability to work to targets
- A positive response to receiving feedback & guidance
- Ability to show sensitivity to a museum/historic house environment, where attention to security, and to the care of the collection and fragile interiors, is paramount
- An active interest in learning about the Museum and relaying this information to visitors

The Museum is committed to delivering an excellent visitor experience to all visitors at all times; all its staff have signed up to five key Visitor Service commitments:

1. All visitors will receive a warm and courteous welcome
2. We will explain the unique character and intimate atmosphere of the house so enabling us to uphold our policies in a polite and considerate way
3. As a free museum, we will politely encourage visitors to financially support us
4. We will provide a safe and secure environment for our collection and visitors so that visitors can enjoy their experience
5. We will engage with visitors and interpret the house, the history and its collection by passing on our knowledge and understanding, where appropriate.

Time commitment

These posts are offered on the basis of a casual hours contract. You will be offered work either on an am or pm of four hours per shift (9:45am to 1:45pm or 12:45pm to 4:45pm).



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How to apply (for the website)

Please send a CV, with a covering letter detailing how you meet the criteria including the names and addresses of two referees, one of whom should be a current or previous employer, via email to recruitment@soane.org.uk

Volunteers who wish to apply should have completed 30 hours as a volunteer.

The closing date for applications is **5.00pm Sunday 3rd November 2024**

Interviews **Thursday 7th November 2024** in the Museum.

The Museum is an Equal Opportunities Employer committed to equality, diversity and inclusion, and welcomes applicants from all backgrounds.