



SIR JOHN  
SOANE'S  
MUSEUM  
LONDON

13 LINCOLN'S INN FIELDS  
LONDON WC2A 3BP

TELEPHONE: +44 (0)20 7405 2107

EMAIL: [admin@soane.org.uk](mailto:admin@soane.org.uk) [www.soane.org](http://www.soane.org)

REG CHARITY NO: 313609

## **Vacancies for Guidebook Seller - Casual**

We are seeking to recruit a number of specialist Guidebook Sellers who will be employed on a casual basis and be responsible for greeting our visitors and selling our guidebooks.

### **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 mummified cats. Sir John Soane's Museum is considered by many to be best house-museum in the world.

### **The Role**

This specialist role is relatively new and absolutely essential to generating income for the Museum. The post holder 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 and has excellent personal development opportunities.

### **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 Front Door sales target of the Guidebook and Tours to meet the Museums KPI's as well as actively supporting other museum income sources.
- Working with 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.
- Accurate cash handling procedures
- Work with the shop staff 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**

- Positive sales approach



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- Positive attitude to visitor engagement
- Reliable, responsible and trustworthy
- Strong Cash handling skills
- Good communication skills
- Friendly, confident and welcoming manner
- Flexible and comfortable with change
- 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 and being positive in response to feedback
- 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
- Take an active interest in learning about the Museum and relay 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.

## **Rate of pay**

You will be paid an hourly rate of £10.20 per hour plus £1.25 an hour holiday supplement.

## **Time commitment**

- These posts are offered on the basis of a casual hours contract and therefore requires candidates to have a certain level of flexibility. You will be offered work either on an am or pm of four hours per shift (9:30am to 1:30pm or 1pm to 5pm).
- Ideally you will be offered the same time slot(s) each week. These positions would need to support one another and would work to an agreed rota pattern. We are looking in particular for people interested in working on a Saturday and/or Sunday on a regular basis. Hours may change and over time and shift swapping is possible.
- Most casual guidebook sellers work between 8 to 20 hours a week.



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### **How to apply**

If you are interested in the role and meet the criteria, please send a letter of application with a CV, 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](mailto:recruitment@soane.org.uk). The closing date for applications is Thursday 21 June 2018 at 12 Noon.