

## Quaker Tapestry Ltd

Friends Meeting House, Stramongate  
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Charity Registration No. 1035077

Company Registration No. 2901085

VAT Registration No. 621 2925 64



Quaker  
Tapestry

### Quaker Tapestry Museum Assistant (Seasonal)

#### Summary

Your role will be to ensure that every aspect of our visitor experience will delight our customers and exceed all expectations of their visit.

#### Hours

14 Hours of work will be spread across four days, April to end of November, during museum opening hours. A degree of flexibility is required in order to respond to the needs of the business.

An example of the hours could be:

Monday	1pm to 5pm	Wednesday	10am to 1pm
Thursday	1pm to 5pm	Friday	11am to 2pm

**Rate of Pay:** £9 per hour

You will be working alongside a staff team and a team of experienced volunteers in a small independent museum within the historic, Georgian Quaker Meeting House in Kendal. The Quaker Tapestry consists of a modern community embroidery displayed in individual panels depicting Quaker stories from 350 years. Alongside the panels of embroidery visitors can enjoy other subsidiary displays, films and artefacts from our collection. We have a gift shop featuring our own Quaker Tapestry books, cards and embroidery products, a small garden, visitor parking and The Courtyard Cafe.

#### What you'll be doing

You'll be responsible for welcoming visitors to the Museum and ensuring that you provide an excellent service to all our visitors.

You will be selling tickets and gift aid on entry through our till system.

Advising visitors with their purchases in our shop, replenishing stock from stock rooms, maintaining the displays and keeping the shop clean.

You will be answering queries and making sure visitors can find everything they need for their visit.

#### To be fantastic in this role you'll need:

- enthusiasm for working with people
- excellent customer service skills
- a willingness to learn new skills, and a can do attitude
- experience of working in a customer service or sales team
- cash handling experience
- experience using computerised till system

#### Requirements

Successful candidates will have a clear understanding of the importance of the experience visitors receive and how it influences the public image of the Museum. An appreciation of the importance of security and related health and safety issues. A good general level of education, good verbal communication skills, a flexible approach to work, and the ability to work as part of a team.

Applications in by Friday 22 March 2019 (5pm)

Interview date: Friday 29 March 2019