

Visitor Assistant
RECRUITMENT PACK

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Visitor Assistant

Please refer to the “Available Contracts” document for full details of all contract types, hours, working patterns and locations.

Number of Vacancies	2
Directorate	Operations
Department	Visitor Experience
Reporting To	Duty Manager (Visitor Experience)
Salary	£12.71 per hour / £24,520 per annum (pro rata)
Contract	Fixed term until 1 August 2027
Working Hours	Multiple hours available
Working Pattern	Multiple working patterns available
Probation Duration	6 months
DBS Check Required	Basic
Holiday Entitlement	30 days plus public holidays (pro rata)
Location	Liverpool (World Museum)
Closing Date & Time	Thursday 18 June 2026 at 12 noon
Interviews	Week commencing 29 June 2026

About the Role

As a Visitor Assistant, you will play a key role in shaping each visitor’s experience from the moment they arrive. You will help create a welcoming, friendly and safe environment, supporting visitors to make the most of their time with us.

This is a varied, people-focused role where no two days are the same. You will engage with a wide range of audiences, helping them enjoy and connect with our exhibitions, collections and activities. Whether answering questions, offering guidance or providing practical support, your contribution will help create memorable experiences and challenge expectations.

Most of your time will be spent in a highly interactive, front-facing environment, engaging with visitors in busy, public spaces. We are looking for someone who is passionate about people and takes pride in delivering excellent customer service. You will be confident communicating with visitors, able to respond helpfully and independently to enquiries, and alert to opportunities to enhance the visitor experience through thoughtful, timely support.

You will also play a key part in maintaining the high standards of Health & Safety and Security that ensure our spaces remain safe, welcoming and enjoyable for all, working alongside a range of Duty Managers (Visitor Experience), depending on your scheduled shift.

Key Responsibilities

- Provide a high standard of customer service, actively engaging with visitors to support and enhance every aspect of the visitor journey.

- Proactively promote all public programming and income-generating opportunities, including membership, temporary exhibitions, commercial outlets and visitor donations.
- Support out-of-hours activities, such as extended venue opening hours, functions, private viewings and other events, as required.
- Report venue-based faults or defects prior to or during public hours to ensure the safety, comfort and security of visitors, colleagues, collections and premises.
- Support the evacuation of visitors and staff from venues during emergencies or planned exercises.
- Contribute to maintaining a positive health and safety culture within the department, adhering to relevant policies and procedures.
- Attend training opportunities as requested.

You'll Be Expected To

- Adhere to the standards expected of all public services as defined by the HM Treasury publication "Managing Public Money". Those standards are honesty, impartiality, accountability, openness, accuracy, reliability, transparency, objectivity, integrity and fairness.
- Assist in developing and implementing our commitment to Equality, Diversity & Inclusion and promote non-discriminatory practices in all aspects of work.
- Continue to grow your knowledge and skills through the undertaking of professional development, which is established with your manager through an annual performance development review.
- Fully understand and adhere to all of National Museums Liverpool's policies, procedures and guidelines in your day-to-day work, including Security, Health & Safety, Equality & Diversity and Safeguarding. You will also actively uphold the Museums Association Code of Ethics.
- Perform additional duties from time to time, as required.

People Management

- No people management responsibilities.

Impact & Influence

- Help create memorable experiences by providing a welcoming, educational, respectful and inclusive environment for all colleagues and visitors.
- Be the voice of the visitor, proactively championing their needs in departmental discussions.

Decision Making

- Resolve day-to-day issues as they arise, knowing when to escalate to the Duty Manager (Visitor Experience) on shift.

Communication & Networking

- Communicate effectively with colleagues at all levels, including Visitor Experience, the wider Commercial Enterprises directorate, and Learning & Participation teams.

Resource Management

- No resource management responsibilities.

Qualifications

- No formal qualifications required.

Experience & Knowledge

- Experience in a busy, front-facing customer service role.

Skills

- Strong interpersonal and communication skills, with the ability to always interact positively with visitors and colleagues.
- Ability to work independently and as part of a team.
- Uses initiative to respond quickly to visitor enquiries while following organisational protocols.
- Flexible and reliable approach to work.
- Proficient using Microsoft Office 365 applications (i.e., Microsoft Word, Outlook, Excel, and PowerPoint).

Behaviours & Competencies

- Warm, welcoming, courteous and friendly manner.
- Ability to remain calm and professional at all times.
- Focused on delivering a high-quality visitor experience.
- Results-oriented, working efficiently and meeting expectations.
- Collaborative and contributes positively to team working.

Additional Information

- Liverpool (World Museum), but you may be required at times to cover other National Museums Liverpool public-facing venues, in line with operational needs.

We work in line with the Disability Confident scheme and are committed to actively promoting and implementing equality of opportunity in all that we do. We value diversity and treat everyone fairly and equally. We ensure our recruitment process is inclusive and accessible, and we welcome applications from all backgrounds. We support our staff through unexpected life changes by providing an Employee Assistance Programme and reasonable adjustments that enable continued employment.

This job description is intended as a guide to the nature of the work required of the prospective employee. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that may be required in the future.

Employee Benefits

- Civil Service Pension Scheme
- 35% staff discount in all our Cafés
- 25% staff discount in all our Shops
- Employee Assistance Programme
- Employee Recognition Schemes (including a Good Deed Feed)
- Employee Benefits Portal: High Street discounts, retailer discounts, locally negotiated discounts, Cycle to Work Scheme, Travel Loan Scheme, Eyecare Scheme and Smart Pay Scheme
- Access to The Charity for Civil Servants
- Access to the Civil Service Sports Council (CSSC)
- Comprehensive training and development
- Recognition of two Trade Unions

Staff Groups & Committees

- Equality Diversity & Inclusion (EDIG)
- Global Ethnic Majority (GEM)
- Disability & Mental Health
- Emeriti
- LGBTQ+
- THRIVE Engagement
- Ethics
- Environmental & Sustainability Taskforce

How to Apply

If you're still interested in becoming part of National Museums Liverpool, then what are you waiting for? You can apply for this role through our online recruitment platform before the closing date.

Don't forget to provide an up-to-date CV along with a supporting statement completed within the application form that outlines why you're suitable for this role – highlighting relevant experience, knowledge and skills in response to the requirements set out in the recruitment pack above.

If you require an alternative method of application, or assistance with our online recruitment platform, please contact the People Team at Recruitment@liverpoolmuseums.org.uk.

Candidates who have concerns about the recruitment or selection process, including potential breaches of our policy or issues relating to fairness, accessibility, safeguarding or conduct, should raise these with the People Team in the first instance via the email address above. Concerns will be handled sensitively, reviewed promptly, and responded to in line with National Museums Liverpool's commitment to fair and transparent resourcing practices. Where appropriate, matters may be escalated in accordance with our wider governance and safeguarding procedures.

Get to Know Us

Our people are at the heart of National Museums Liverpool, and each employee makes a difference every day. Together we create memorable experiences for everyone and challenge expectations.

We pride ourselves on being a place for everyone, where we can be our true selves in a supportive environment and do our best work. We are always aiming higher, aspiring to be more representative of the communities we serve. Through our people, we are building a culture that embeds trust, respect and inclusion, helping us to evolve as an organisation every day.

With seven extraordinary museums and galleries housing and caring for over 4 million objects of international importance, exciting exhibitions, exquisite events and imagination-inspiring learning, we are certainly never dull. We hold in trust and safeguard some of the world's greatest museum collections, which are universal in their range – covering everything from archaeology and ethnology to natural and physical sciences, fine and decorative arts, maritime, social and industrial history.

Whether you work in our shops and cafés, at our events, in our visitor experience, engagement, producing and communicating teams, or curating and caring for our collections, you can be sure of an interesting, engaging and encouraging environment in which to thrive and be proud.

You should find everything you need in this recruitment pack to help you decide whether you share our values and possess the right skills, experience and knowledge to be successful in this role. Don't forget to explore liverpoolmuseums.org.uk, where you'll find a whole host of other information that will help you discover more about who we are and what we do.

We look forward to receiving your application.

Laura Pye
Director

Mission

To create memorable experiences, for everyone, challenging expectations.

Vision

National Museums Liverpool is a group of very different and wide-ranging museums and galleries. Established more than 150 years ago as a complement and counterbalance to the museums in London, it was brought together in 1986 as a nationally funded group, as a symbol of hope and regeneration and because of the global importance of our collections.

We are seven exceptional museums and galleries, sharing important stories from ancient times to today through our more than four million objects.

As an organisation we are **Welcoming, Honest and Educational**, and as a team we are **Trustworthy, Respectful and Inclusive**.

By 2030, we want to be the best museum “league” in the world. A league recognised as the best of the best—like the Champions League, the NFL, or the Premiership—we want our museums and galleries to be places that everyone wants to see and that all stakeholders want to be associated with. In our buildings and online, we will have world-class displays and engagement programmes that make everyone feel welcome. “Off the pitch”, our world-class collections and colleagues will be supported to be their best and given great facilities. We will embrace the fact that each “team” in our league is unique, with its own fan base and individual stars. Collectively, we want to be a league that all museums will aspire to be part of and that is recognised externally as a leading example.

In delivering this vision by 2030...

- we will have the most representative audience and colleague profiles within the museums sector in the UK.
- we will engage over ten million people each year: more than four million visitors to our museums and galleries and a further six million through digital engagement, touring exhibitions and outreach.

- we will be a place where people want to work, are happy to work and proud to work together.
- we will generate over £50,000 a day, more than half our turnover, through commercial business, grants and gifts.
- we will ensure that we provide great facilities to look after our valuable collections and colleagues, with accommodation fit for the next 30 years.
- we will encourage all schools in the Liverpool City Region to visit at least one of our museums and galleries each year.
- we will celebrate the unique identities and collections of our museums and galleries, play to their strengths and delight their different audiences.
- we will be recognised as a valued leader of cultural and economic growth for the city, the city region and the north of England, and as one of the world’s finest museum groups.

Aims

To achieve our mission and vision we will focus on six strategic aims:

- Be more representative
- Be more self-sufficient
- Provide memorable experiences
- Partner and influence
- Engage and empower
- Be more sustainable

We recommend reading our Strategic Plan to find out more about our ambition.

Useful Links

- [Our Story](#)
- [Our Venues](#)
- [Strategic Plan & Annual Performance](#)
- [Senior Staff](#)
- [Board of Trustees](#)
- [RESPECT Group](#)
- [Partnerships](#)
- [Reports & Policies](#)