

Placement Description

Title	Museum Assistant
Department(s)	Visitor Operations
Ref:	NMOF18
Placement Type	Visitor Services

About Visitor Operations at National Museum of Flight

National Museum of Flight is located at the historic Second World War airfield at East Fortune and houses an extensive collection of aviation history. The museum hosts a wide range of family events, activities and workshops from spring to autumn, and attracts in the region of 100,000 visitors per year. The Visitor Operations staff based at National Museum of Flight ensure every visitor's expectations are met and exceeded by providing a high quality service to a wide assortment of visitors. They carry out a varied range of tasks including talks and tours to visitors about the collections, providing general information, answering telephone enquiries and selling tickets and merchandise as required.

Some of the roles you will find within Visitor Operations

General manager / Visitor Services Manager / Team Leader / Administrator / Visitor Assistant / Team Leader / General Assistant / Volunteer Aircraft Guide / Volunteer Birthday Party Host

Common career routes into Visitor Operations

To work in Visitor Operations most staff have an interest in and/or qualifications in history, arts, culture, science or technology. A qualification in Tourism, Customer Care or Visitor Services is also desirable; and it can be useful to have a working knowledge of another language other than English.

What type of work your placement will include

You will learn more about the work of Visitor Operations and National Museum of Flight. You will help the Visitor Services team with a range of duties including, providing first class visitor care to all visitors, communicating and undertaking guided tours in specific areas of the museum if applicable; and assisting staff with a range of different management activities to ensure the smooth running of the of the museums daily operations as required.

Available date(s)

If your schools work experience week falls between the months *May / June 2016 please apply (*Must fit with your schools work experience week).

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