Placement Description

Title	**Visitor Experience Assistant**
Department(s)	Visitor Experience
Ref:	NMORL20
Placement Type	Visitor Experience Assistant

About Visitor Operations at National Museum of Rural Life
The National Museum of Rural Life is based on the outskirts of East Kilbride where you can learn about the land, people and ways of working that have shaped Scotland's largest collection of tractors, combine harvesters and other farming machinery. The museum hosts a wide range of family events, activities and workshops and attracts in the region of 100,000 visitors per year. The Visitor Experience staff based at National Museum of Rural Life 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 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 Experience
General manager / Visitor Experience Manager /Administrator / Visitor Experience Assistant / Learning Officer / Volunteer Guide / Farm Manager/Farm Stockperson
Common career routes into Visitor Experience
To work in Visitor Experience 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 Experience Department and the National Museum of Rural Life. You will help the Visitor Experience 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; ticket desk, shop, gallery, guiding duties and general museum housekeeping. The pupil will observe and assist the duties in customer care within a museum environment and assist staff with a range of 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 2020** please apply (*Must fit with your school's work experience week).
Apply now
Application Form