



Front of House Assistant

Job Description and Person Specification

Post:	Front of House Assistant
Location:	Across all three of our sites. The Workhouse, Prison and Police, and Courthouse museums
Salary:	£12.21 per hour (£ 14,285.70 pro rata)
Hours of work:	3 days per week (22.5 hours). Working days are Saturday, Sunday with one weekday which can be flexible
Post length:	9 months (Until 15 th November 2026).
Responsible to:	Front of House Coordinator
Safeguarding:	This position is subject to an enhanced Disclosure and Baring Service (DBS) check.
Deadline:	Close of day 16 th December 2025
Interview Date:	5 th January 2026

Job Description – Job purpose, duties and responsibilities:

This post is responsible for delivering first class customer service to every visitor who comes to one of our museums. The post holder will be responsible for ensuring the museums are clean, tidy and ready to operate. The post holder will work Front of House across all three of our sites and will also regularly act as Duty Manager for all museums. The post holder will work with our learning team to help facilitate school sessions when required. This post also includes working with the Visitor Experience team to help facilitate school holiday activities and programming such as storytelling sessions and baking. This role includes some administrative responsibilities such as, responding to customer enquiries over email/telephone, assisting the Front of House Coordinator with retail management and helping compile data for various reports. This role will also be key in helping to induct and train new Front of House Volunteers. This is a varied role which is ideal for a candidate who is looking to gain a wealth of experience in the heritage sector.

Our work at Ripon Museum Trust is guided by our mission:

Our mission is to use the unique trio of the Workhouse, Prison & Police and Courthouse Museums, collections and the stories they tell to help people explore big issues such as fairness, equality, justice and welfare. Through excellent engagement, programming and

outreach, together we will inspire people to become compassionate and active citizens, shaping society for the better. We will work for greater participation in our heritage which will enrich lives and improve wellbeing. Volunteering is integral to our organisation; at our core we work as one team. We will make a positive impact on Ripon and the region's cultural and economic capital.

Post-holder requirements:

- Work Front of House across all three Museums and provide excellent customer service to all visitors
- Undertake lone working at the museums with offsite support from the Duty Manager
- Take on Duty Management responsibilities when required (full training will be provided)
- Use our till system to sell tickets, retail products and encourage uptake of Gift Aid
- Open and close the Museums (including cashing up tills)
- Help induct and train new Front of House Volunteers
- Assist the Front of House Coordinator with retail and stock management
- Carry out administrative duties as required (e.g, responding to customer enquiries, assisting with data/reports)
- Work alongside the learning team and facilitate learning sessions to school groups
- Work with the Visitor Experience team to help facilitate children's activity sessions in the school holidays
- As we are a small team the successful candidate will be expected to have a flexible and collaborative approach to their work.

Note: Notwithstanding the Job Purpose and Duties & Responsibilities included in this job description, the post holder must be prepared to undertake additional tasks, duties and responsibilities at the request of the Director that fall within the strategic objectives of the Ripon Museum Trust.

Person specification

Person Specification:	Essential	Desirable
Knowledge and Experience		
Experience of working with the public		✓
Experience of working with Volunteers		✓
Knowledge of cash handling and till systems		✓

Excellent IT skills, especially with Microsoft Office	✓	
Experience of working with young people		✓
Knowledge of Health and Safety Regulations		✓
Experience of working/ volunteering in museums or a desire to gain experience to progress a career in the heritage sector	✓	
Personal Skills		
Committed to the values and aims of Ripon Museum Trust	✓	
Articulate with excellent written skills and the ability to communicate with a range of audiences	✓	
Confident and resourceful with a problem-solving disposition	✓	
Confident to work with young people and facilitate school sessions	✓	
Able to work effectively with a range of stakeholders, internal and external, including volunteers, senior staff, trustees, practitioners, older and young people	✓	
Committed to equality of opportunity	✓	
Able to work creatively and flexibly in a small team, supporting other colleagues	✓	
Excellent organisational skills		✓

Ripon Museum Trust is an equal opportunity employer. We positively encourage applications from all areas of the community regardless of race, sex, disability, religion/belief, sexual orientation, age or gender identification. This is part of our commitment to equality and reflects the diversity of our population.

Method of Application:

If you are interested in this position, please complete the application form on our website www.riponmuseums.co.uk showing how you meet the criteria for the position by the 16th December 2025. Please send the completed application form to Felicity Head our Front of House Coordinator at felicity.head@riponmuseums.co.uk or post to The Workhouse Museum, Allhallowgate, Ripon, HG4 1LE. **Please do not send a CV – it will not be used for shortlisting.** If you have any queries about the role and would like to find out more before applying, please contact Felicity in the first instance.