

Museum & Tour Operations Assistant

Role Description

Employer: Loughborough Bellfoundry Trust (LBT)

Location: Loughborough Bellfoundry Museum, UK

Contract Type: Zero-Hours Contract

Hours: Primarily between Tuesday and Thursday 09.30-16.30, with occasional requirements on Mondays, Fridays and weekends.

Pay: £12.75 per hour

Reports to: Operation Manager

Role Overview

The Museum & Tour Operations Assistant supports the day-to-day operation of the Loughborough Bellfoundry Museum by providing excellent customer service and ensuring visitors receive a warm, professional welcome.

This flexible role is primarily focused on front-of-house duties, visitor admissions, retail sales, basic administration, and preparing visitor spaces. It is ideal for an individual who enjoys working with the public, takes pride in maintaining high standards, and is confident using their initiative to support the smooth day-to-day operation of the museum.

Key Responsibilities

Visitor Reception & Admissions

- Welcome visitors to the museum in a friendly and professional manner.
- Scan and sell tickets using the Trust's ticketing system.
- Provide information about museum exhibits, guided tours, facilities, and local amenities.
- Assist visitors with general enquiries in person, by telephone, and via email.
- Support group visit arrivals and departure.

Retail & Refreshments

- Operate the museum shop and process sales through the till systems.
- Replenish stock and maintain attractive retail displays.
- Assist with cash handling and end-of-day till procedures.
- Prepare and maintain self-service refreshments in the activity room.
- Ensure refreshment areas remain clean, tidy, and well stocked.

Front of House Operations

- Use initiative to identify and complete day-to-day tasks, maintaining high presentation standards throughout the museum without the need for close supervision.
- Open and close visitor areas following agreed procedures.
- Prepare the activity room ahead of tours and events, ensuring seating, equipment, and presentation standards are maintained.
- Maintain a clean, welcoming, and professional environment throughout public areas.
- Assist with guided tours including administration and visitor flow when required.



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Health, Safety & Security

- Follow all Trust health and safety procedures.
- Monitor visitor areas and report hazards, incidents, maintenance issues, or security concerns promptly.
- Assist in maintaining a safe and secure environment for visitors, volunteers, staff, and collections.
- Follow safeguarding procedures and escalate concerns appropriately.

Additional Support

- Provide support during special events, open days, and community activities.
- Undertake other duties commensurate with the role that are reasonably required to support the visitor experience and the effective operation of the museum.

What We Are Looking For

We are seeking a friendly, reliable, and customer-focused individual who enjoys working with people and supporting the day-to-day operation of a busy visitor attraction.

The successful candidate will play an important role in creating a welcoming experience for visitors, providing excellent customer service, and helping to ensure the smooth running of the museum. We are looking for someone who is organised, adaptable, and confident working both independently and as part of a team.

This role would particularly suit someone who:

- Enjoys meeting and helping people.
- Takes pride in delivering excellent customer service.
- Is dependable, organised, and proactive.
- Can work confidently both independently and as part of a team.
- Is flexible and available to work shifts on an as-required basis.
- Has an interest in heritage, culture, museums, or the visitor economy.
- Understands the importance of maintaining a safe, secure, and welcoming environment for visitors, volunteers, and colleagues.

Support & Training

- Full induction and role-specific guidance provided.
- Ongoing support from the Trust's team.
- Training provided as required, including health, safety, and safeguarding procedures.

How to Apply

If you are interested in this role, we would love to hear from you.

Please send your CV and a covering letter outlining your interest and suitability to thomas.preston@belltrust.co.uk.



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Museum & Tour Operations Assistant

Person Specification

Essential Criteria

Skills & Experience

- Experience in a customer-facing role.
- Excellent communication and interpersonal skills.
- Strong customer service skills.
- Reliable and punctual.
- Basic IT skills and confidence using tills, booking systems, email, and Microsoft Office applications.
- Ability to work independently and as part of a team.
- Ability to remain calm and professional in a busy visitor environment.

Personal Attributes

- Friendly, approachable, and professional.
- Flexible and willing to work varied shifts, including occasional weekends.
- Positive attitude and willingness to help visitors and colleagues.
- Interest in heritage, museums, tourism, or visitor attractions.
- Understanding of the importance of health, safety, security, and safeguarding.

Desirable Criteria

- Experience working in a museum, visitor attraction, heritage site, retail environment, or hospitality setting.
- Experience using ticketing or booking systems.
- Cash handling experience.
- First Aid qualification.
- Knowledge of the history and heritage of the John Taylor Bellfounders and Loughborough Bellfoundry.

The Trust welcomes applications from everyone and is keen to increase the diversity of its workforce and volunteers. We particularly encourage applications from groups that are currently under-represented within the heritage sector. Selection will be made on merit.



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Advert:

Museum & Tour Operations Assistant

Casual Zero-Hour Contract

- 📍 **Loughborough Bellfoundry Museum**, Loughborough, UK
- 📄 **Contract Type:** Zero-Hours Contract £12.75 per hour
- 🕒 **Flexible hours:** Primarily between Tuesday and Thursday 09.30-16.30, with occasional requirements on Mondays, Fridays and weekends.

Are you friendly, reliable, and passionate about providing excellent customer service?

Loughborough Bellfoundry Trust is looking for a **Casual Museum & Tour Operations Assistant** to help support the day-to-day running of our unique museum and visitor attraction.

This varied role includes:

- ✓ Welcoming visitors and providing information
- ✓ Selling and scanning tickets
- ✓ Operating the museum shop and till
- ✓ Answering visitor enquiries
- ✓ Preparing visitor and activity spaces
- ✓ Supporting tours and special events
- ✓ Helping maintain a safe, clean, and welcoming environment

We're looking for someone who:

- ✓ Enjoys working with people
- ✓ Has excellent customer service skills
- ✓ Is reliable, organised, and adaptable
- ✓ Can work independently and as part of a team
- ✓ Has an interest in heritage, museums, tourism, or visitor attractions

Previous customer-facing experience is desirable, but a positive attitude and willingness to learn are just as important. Full training and induction will be provided.

The Trust welcomes applications from everyone and is keen to increase the diversity of its workforce and volunteers. We particularly encourage applications from groups that are currently under-represented within the heritage sector. Selection will be made on merit.

Applications will be reviewed as they are received. We reserve the right to interview and appoint before the closing date and may close the vacancy early if a suitable candidate is found. Early applications are encouraged.

To apply, please send your CV and a brief covering email to: thomas.preston@belltrust.co.uk
For more information about the Trust, visit: www.belltrust.co.uk



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