



Visitor Experience Assistant Applicant Information Pack

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Hello and welcome!

The National Emergency Services Museum (NESM) is an independent, self-funded museum and charity dedicated to celebrating and preserving the history of the emergency services and their communities, in peace and war. We are regularly involved in local community work, wider national and international projects as well as events all over the country. We are the largest combined emergency services museum in the world.

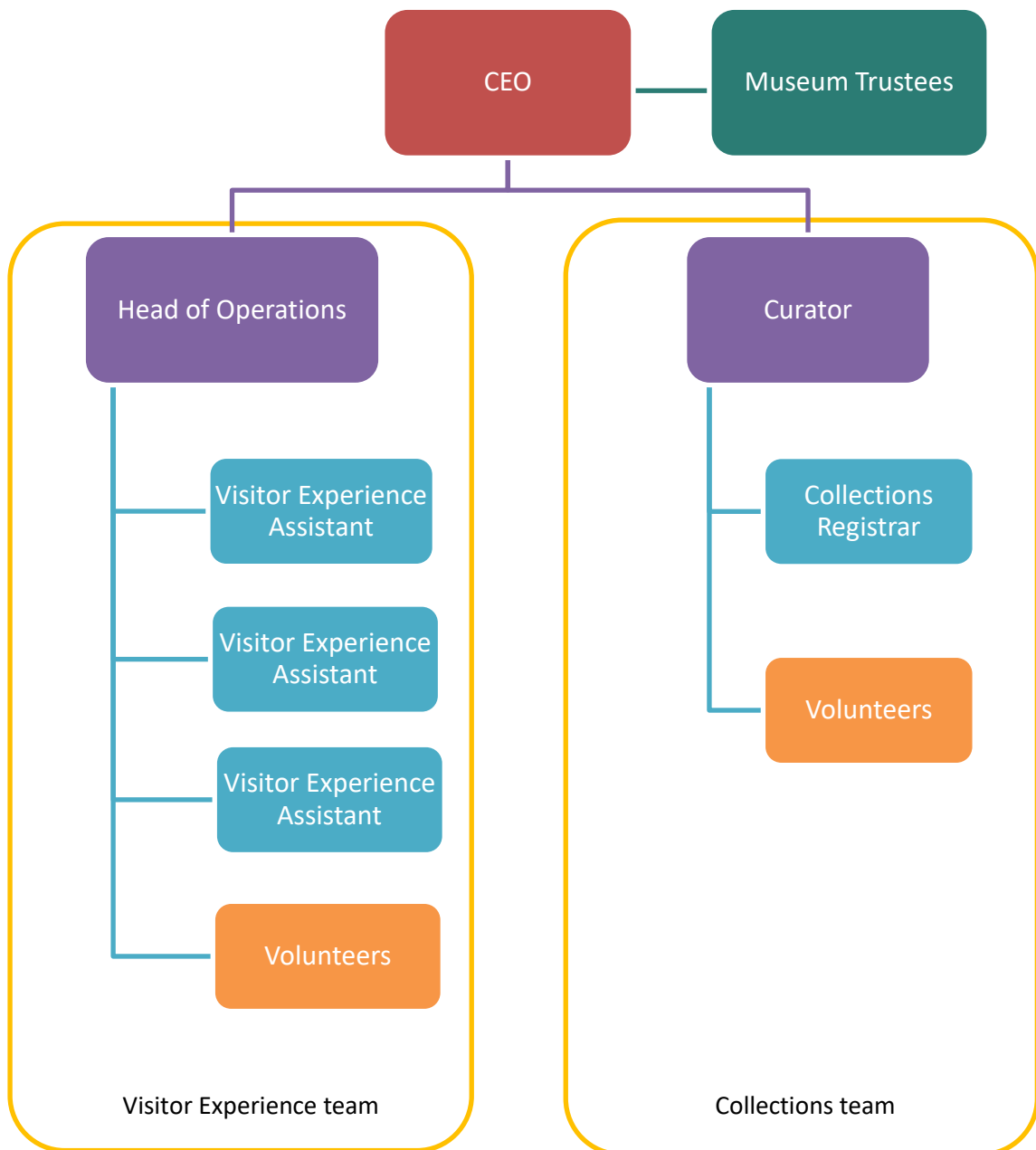
The museum is housed in a historic combined police, fire and ambulance station in Sheffield City Centre. Our building dates back to 1900 and a number of original features, such as the Victorian police cells and engine house, have been preserved within the museum.

In this Tardis-like building we tell the stories of all our emergency services through vintage vehicles, original objects, dynamic displays and interactive exhibitions. We house a treasure trove of items from the biggest (like our 47 foot lifeboat!) to the smallest. Our collection boasts more than 600,000 objects from historic uniforms and badges to medical equipment, and includes about 150 historic vehicles of which around 40 are on display at the museum at any one time. We also care for a number of unique items from other organisations, such as HM Coastguard.

We offer a day out that all the family can enjoy. From climbing aboard a real fire engine to exploring life during World War II, and from vintage police cars to meeting real life Victorian criminals there's something for everyone. And with three floors jam-packed with things to climb on, get in and try on visitors aren't short of things to do! Visitors can now also convert their entry ticket to an annual pass for no extra cost; meaning they can visit as many times as they like within the year for the price of a single ticket. Want to be part of the UK's best family friendly museum, Come join the team!

How we're structured?

We are a small team that delivers big! Everyone in our team goes above and beyond to ensure that our visitors have the best day out. You will see our museum CEO regularly assisting on the museum entrance and curators doing building walk rounds.



Introducing the Visitor Experience team?

What do we do? Well what don't we do! The role of the Visitor Experience team is to ensure that every visitor loves their time with us, from the second they walk through the door to their gift shop visit on the way out. We need to make sure they have smiles from beginning to end.

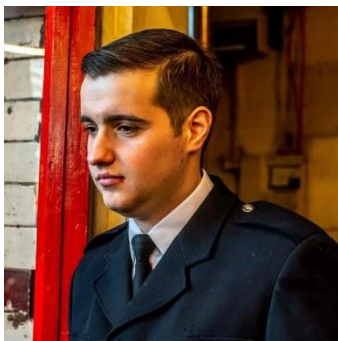
Sounds easy, but it's only because we look for the friendliest, most enthusiastic staff to join our team that we can achieve our high standard of visitor services. It is thanks to them that we won the "Family Friendly Museum Award" in 2022 in both our category of Small museum and also overall title.

The team has a large number of roles that in most museums may be spilt; Based in a Grade 2 listed building presents challenges including dust. Housekeeping is an important role so you need to be prepared to roll up your sleeves. We also operate the museum's gift shop which offers our visitors the perfect opportunity to take a souvenir home to remember their visit.

The museum Coffee Shop is also operated by the Visitor Experience team. Making paninis and serving coffee is a daily occurrence and one we do well. You will see that no task is off the table, we are the jack of all trades.

We also deliver workshops to over 5,000 school children a year (and rising). As all museums purpose is to teach the lessons of the past to create a more informed future. Where we shine is we teach using hands on learning and interactive experiences where the pupils remember because it's fun. This is why schools come back year on year with an average feedback score of 10/10!

The Visitor Experience team is the first impression everyone has, from answering the general information calls and transferring them through to other teams, or helping support our school groups on a learning experience.



It's hard work but the most rewarding role. You will get to meet the visitors who love the museum and see people of all ages and backgrounds interact and learn through hands on learning. It never gets old watching grandparents on climbing walls, students trying on uniforms and under 3s making siren noises (Maybe not the last one).

The Visitor Experience team is led by Josh and is supported by Tayfur, Charlotte and their team of volunteers.

The rest of the team



Matt - Museum CEO and Trustee

Matt, CEO and Trustee here at NESM. Simply put, the big cheese. Matt is responsible for the running of the museum and charity, He oversees all the teams and ensures the museum is operating in line with our charities objectives and aims. Matt has the endless task of developing the museum and showing the world that you don't need a massive budget to create an awarding winning museum. Although his title may seem scary, Matt is easily approachable and enjoys listening to

everyone's point of view on ideas on where to go next.

Collections team

The collections team handle our vast collection of emergency service related memorabilia. Their role is to catalogue, care for and display the items in our collection. We often think what it would be like to collect stamps but we are stuck with a 47ft lifeboat to find a home for.

The Collection team is led by our curator Patrick, Supported by our registrar Emma and their team of volunteers.



The Role : Details

Responsible to :	Head of Operations
Department:	Visitor Experience team
Base Location:	National Emergency Services Museum, West Bar, Sheffield, S3 8PT
Term:	Fixed, Part Time
Wage:	£12.50 per hour
Average Hours:	21 hours a week (3 days a week)
Holiday Entitlement:	17 days
Line Management Responsibilities:	None
Internal Relationships:	Visitor Experience team, Collections Team
External Relationships:	Museum visitors
DBS:	Enhanced (with child barring service)

The above list is provided for guidance only and is not an exhaustive list of all the contacts with whom the postholder may be required to liaise.

The Role : Core Purpose

As a Visitor Experience Team Member, you will be at the heart of our museum, ensuring that every visitor has an engaging, educational, and memorable experience. This role is diverse and dynamic, involving direct visitor interaction, facilitating learning activities, and supporting museum operations. You will work both as part of a team and independently across various museum functions, including visitor services, education, events, and community outreach.

Visitor Engagement

- Welcome visitors at the entrance desk, process admissions, and provide general museum information.
- Work in the museum café and gift shop, assisting visitors and handling transactions.
- Answer visitor enquiries in person, via telephone, and through emails.
- Support community engagement activities and networking in our museum café spaces.

Education & Outreach

- Facilitate workshops and activities for school groups as part of our formal and informal learning programmes.
- Deliver interactive history workshops by stepping into character as a historical costumed interpreter.
- Teach mainly Foundation and Key Stage One children, while adapting to support all Key Stages, further education, university, and adult learners.
- Create and lead educational sessions for school holidays, special events, and outreach programmes.
- Assist with out-of-hours youth group activities.
- Work closely with the museum's entire team, including the Curator, to further develop the museum's formal and informal learning programmes, revamping existing workshops and creating new ones.
- Engage with community groups, families, and other groups to strengthen the museum's educational and outreach offerings.
- Run the museum's well-loved monthly Sensory Play and Under 5's sessions.

Events & Community Engagement

- Play an active role in the museum's special events, including Steampunk Weekend, Wartime Christmas, and school holiday activities.
- As part of the wider team, represent NESM at off-site events such as '999 Family Fun Day' in Sheffield City Centre and 'Wartime Village' at the Sheffield Fair.
- Assist with planning and delivering public engagement programmes.

Operational Duties

- Handle group bookings using our booking systems.
- Support museum activities by assisting with planning and event execution.
- Contribute to the museum's day-to-day operations, ensuring a welcoming and efficient visitor experience.

About You

- Friendly and professional manner
- Keen eye for detail
- Comfortable working with computers and new software
- Has experience working in a Coffee Shop (or similar environment)
- A team player
- Be open minded and positive about change
- Think creatively and suggest innovative approaches and solutions
- Willing to work weekends and bank holidays
- Willing to work with children.

How to Apply

Please submit an application via our jobs page on visitnesm.org.uk by 11:59pm on Sunday 23 March 2025.

Interviews will be held on appointment.

If you would like to find out more to see if this role suits you, we would be very happy to have an informal chat, Please contact us to set up a call or meeting.