



Visitor Experience Assistant (Weekend)

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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 999 services and their communities, in peace and war. We are regularly involved in local community projects, wider national 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 Victorian combined Police, Fire and Ambulance Station in Sheffield City Centre. Our building dates back to late 1800's with a number of original features, such as the Victorian police cells and engine house.

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 40,000 objects from historic uniforms and badges to medical equipment, and includes around 70 historic vehicles of which around 30 are on display at the museum at any one time.

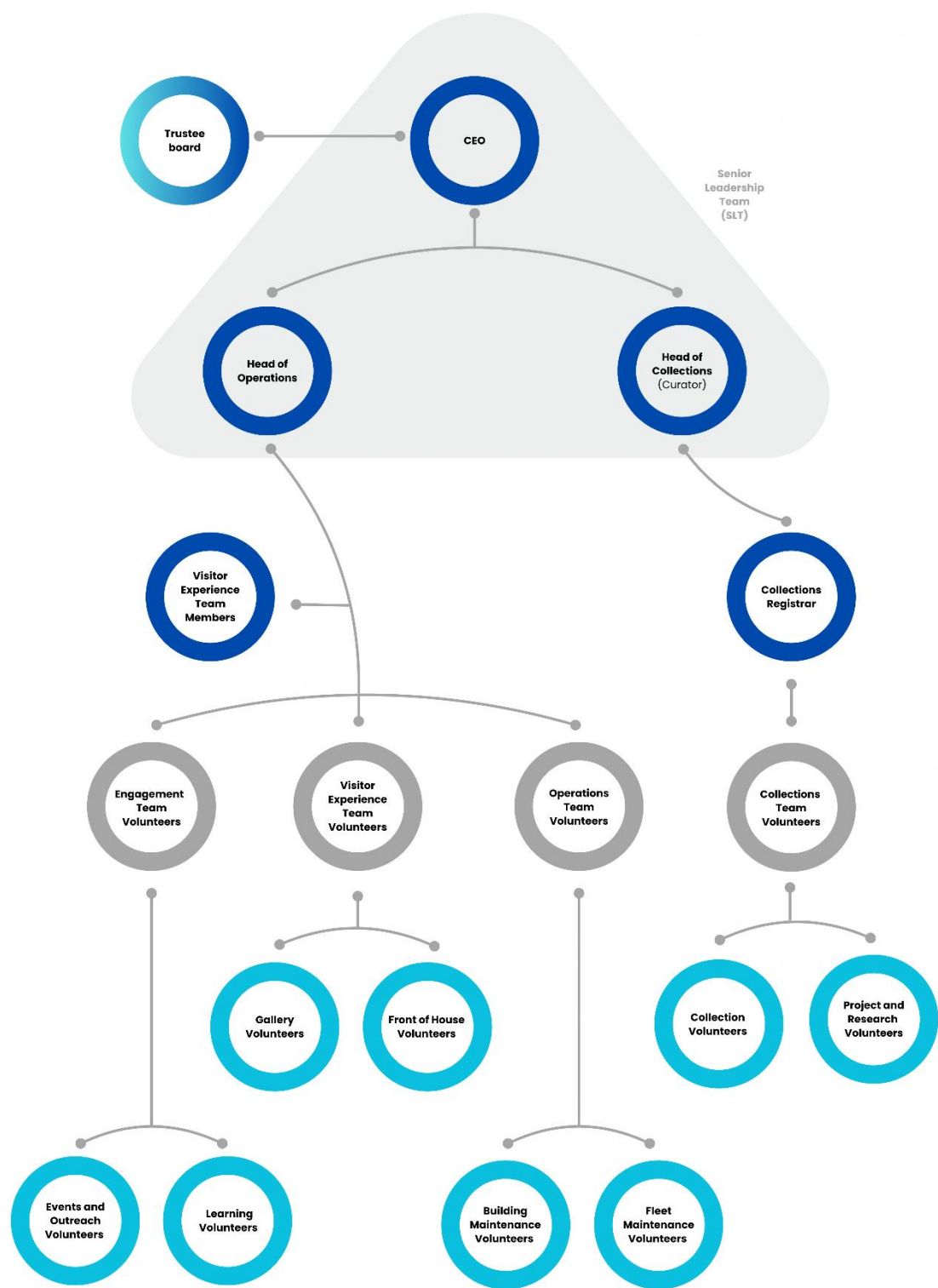
We offer a day out that all the family can enjoy. From climbing aboard vintage vehicles to exploring life during World War II, and from historic first aid to exploring the story of Victorian criminals there's something for everyone. And with three jam-packed floors, visitors aren't short of things to do! Visitors can 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.

So... want to be part of one of the UK's most family friendly museum's... then 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 regularly see our museum CEO assisting on the museum entrance and curators doing building walk rounds, no Job is off the table.

Staffing and Volunteer Structure



Introducing the Operations team...

What do we do? Well what don't we do! Your role would sit within the Operations team. They 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 smile from beginning to end.

Sounds easy, but it's only because we look for the friendliest, most enthusiastic people 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, national title.

The Operations 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.

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

The museum Café is also operated by the Operations team. Making paninis and serving coffee is a daily occurrence and one we do well.

As a Visitor Experience Assistant, you'll become part of this friendly and supportive team, helping deliver outstanding customer service across a variety of roles. Every day is different and brings new opportunities to meet people, learn new skills and make a real difference to the visitor experience.

Working in a small independent charity means everyone plays their part. Whether you're welcoming families through the front door, serving lunch in the café or helping prepare for one of our popular events, your contribution helps create the warm and welcoming atmosphere that makes the National Emergency Services Museum such a special place to visit.



It can be hard work but it is a 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 Joshua and is supported by Charlotte, Alicia and their team of volunteers.

Other people you'll need to know...

Matt – Museum CEO and Trustee

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.



Patrick and Emma – Collections Team

The collections team care for our vast collection of emergency service related memorabilia, archives and stories. Their role is to catalogue, preserve and display objects and stories from our collection in engaging exhibitions.

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:	Operations Team
Base Location:	National Emergency Services Museum, West Bar, Sheffield, S3 8PT
Term:	6 Month Contract, Part Time
Wage:	£12.71 per Hour
Hours:	Saturday and Sunday 09:30 – 16:30
Holiday Entitlement:	12 Days
DBS:	Non Required
Requirements:	A friendly and enthusiastic approach to customer service. Good communication and interpersonal skills. Confidence using tills and handling payments (training will be provided). A willingness to prepare food and drinks while following food hygiene procedures. A flexible attitude and willingness to support different areas of the museum. An enthusiasm for working with people of all ages.

Core Purpose:

As an Visitor Experience Assistant, you will play an important role in ensuring every visitor enjoys an outstanding day at the National Emergency Services Museum. Working across the museum's admissions desk, café and gift shop, you will provide a warm welcome, excellent customer service and practical support to the wider team.

No two days are the same. One day you may be welcoming families, serving lunches and helping visitors choose the perfect souvenir. The next you could be supporting one of our busy family events or helping prepare the museum for hundreds of visitors during a school holiday.

As part of a small, friendly team, you'll gain experience across a variety of roles while helping a self-funded charity create memorable experiences for thousands of visitors every year.

Visitor Reception

- Welcome every visitor with a friendly and professional manner.
- Sell admission tickets and annual passes using the museum's admissions system.
- Answer telephone and face-to-face enquiries.
- Help visitors plan their visit and answer general questions.
- Promote museum events and activities.

Cafe

- Prepare hot and cold drinks.
- Prepare light lunches, snacks and paninis.
- Operate the café till.
- Clear and clean tables.
- Wash up and help maintain excellent food hygiene standards.
- Replenish stock throughout the day.

Gift Shop

- Serve customers and process purchases.
- Help replenish stock and maintain attractive displays.
- Offer recommendations to visitors.
- Help create seasonal displays and promotions.

Museum Operations

- Assist with opening and closing preparations.
- Help maintain high standards of cleanliness throughout the museum.
- Restock visitor information and activity materials.
- Support the wider team wherever needed.
- Help create a safe, welcoming and enjoyable environment for every visitor.

About You

- Friendly and approachable.
- Confident speaking to people of all ages.
- Happy working as part of a team.
- Reliable and flexible.
- Comfortable working in a busy environment.
- Willing to learn new skills.
- Happy to roll up their sleeves and help wherever needed.
- Passionate about creating memorable visitor experiences.

How to Apply

Please submit an application via our jobs page on visitnesm.org.uk by 11:59pm on Sunday 18th October 2026.

Interviews will be held on 23rd October 2026

Job role to start 7th November.

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.