

## Job Posting: Operations and Education Support Role

Position: Operations and Education Support

Salary: £22,300 per annum, pro rata

Hours: 4 days - 5 days a week

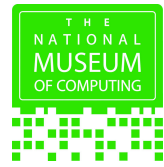
Location: The National Museum of Computing, MK3 6EB

### **Overview:**

The National Museum of Computing is looking for a dedicated and versatile individual to join our team as an Operations and Education Support staff member. This role is essential in ensuring the smooth day-to-day functioning of the Museum's front-of-house operations and the effective delivery of our educational programs. With a strong focus on enhancing visitor experience and supporting our educational mission, this position offers a unique opportunity to contribute to both operational excellence and educational impact. The role has been designed to replace our former Operations Support position, reflecting our commitment to providing a comprehensive support system that bridges operational tasks and educational activities.

### **Overview of Responsibilities:**

- Operational Support (estimated 3 days/week):
  - Assist with day-to-day operations of the Museum, including ticketing and shop stock management.
  - Managing the stock and new stock, displays, and promotions.
  - Ensure smooth functioning of front-of-house activities to enhance visitor experience.
  - Support the shop and cafe to improve income through effective sales and customer service.
- Educational Support (estimated 2 days/week):
  - Assist in the delivery and planning of educational programs and workshops.
  - Engage with students and educators to facilitate a positive learning environment.
  - Help develop educational materials and resources.
  - Support and facilitation of STEM Bytes.



## **Qualifications:**

- Previous experience in a customer-facing role, preferably within a museum or educational setting.
- Strong organisational skills and the ability to multitask effectively.
- Excellent communication and interpersonal skills.
- A passion for education and a commitment to enhancing visitor experiences.
- Retail experience.
- Ability to work collaboratively as part of a team.
- First aid.
- Safeguarding.

## **Salary Details:**

- The role offers a salary of £22,300 per annum, pro rata.
- This position could be either full-time (5 days a week) or part-time (4 days a week).

## **Application Process:**

To apply, please send your CV and a cover letter detailing your suitability for the role to [Museum@tnmoc.org](mailto:Museum@tnmoc.org). Applications will be accepted until 30 June