



FRONT OF HOUSE TEAM MEMBERS

The Army Flying Museum at Middle Wallop in Hampshire tells the story of British Army Flying from the earliest attempts to conduct operations with gas filled balloons in the late 1800s to today's Army Air Corps which has operated with distinction around the world including combat operations in Iraq and Afghanistan.

We welcome about 60,000 visitors to the site each year, a number that is steadily increasing. We have recently completed a £2.4m National Lottery Heritage Fund project which significantly improved the museum and allowed us to develop the range of activities we offer. Following the Covid-19 pandemic, this is a critical time for the Museum and the front of house team members are key to providing our visitors with a fantastic experience that they will want to share with their friends and family.

We are looking for enthusiastic and friendly people to join our team of front of house staff working on reception and in the shop, as well as working in our café, to provide brilliant customer service. These are flexible roles with a variety of different hours available so can easily fit around your other commitments.

SALARY: £9.50 per hour

HOURS: Various and flexible across a 7-day rota, some evening work is offered

CONTRACT: Zero-hour contract

How to Apply

Applications consisting of a cover letter (no more than 2 pages) detailing your suitability for the role and a current CV should be emailed to chiefexecutive@armyflying.com or sent to:

Lucy Johnson, Chief Executive, Army Flying Museum, Middle Wallop, Hampshire, SO20 8FB

The Army Flying Museum welcomes applications from all sectors of society and follows a policy of non-discrimination on the basis of race, religion, colour, gender, age, nationality or disabilities.

The Army Flying Museum is a company limited by guarantee registered in England no. 2109510 and a registered charity no. 297897.



JOB DESCRIPTION: FRONT OF HOUSE TEAM MEMBERS

Salary: £9.50 per hour

Location: The Army Flying Museum, Middle Wallop, Stockbridge, Hampshire, SO20 8DY

Hours: Various and flexible

Reporting to: Marketing & Commercial Operations Manager

Responsible for: N/A

Contract: Zero-hours contract

Purpose of Role

The museum runs a reception desk with gift shop (open 10.00-16.30) and the Apache Café (open 09.00-16.00) and we are looking for friendly and enthusiastic staff members to join our front of house team. Ideally, we would like people who are happy to work across both areas on a rota basis and full training will be provided.

We are open 7 days a week and can offer flexibility with hours, which is ideal if you have other commitments, like being available to do the school run. We are busiest during school holidays so we do expect staff to be available to fill gaps during these times but always do our best to accommodate everyone's needs.

These roles are pivotal to the smooth running of the museum, and we pride ourselves on being seen as a very friendly and welcoming venue.

Specific Duties

You will be responsible for:

- Work on the reception desk, answering the phones and dealing with enquiries via email
- Processing visitors as they arrive through our EPOS (till) system
- Selling shop stock, upselling items where possible and uploading items to the till system
- Processing online shop orders
- Working in the café, serving customers and providing food and drinks
- Preparing sandwiches and cakes
- Supporting corporate events in terms of catering

Person Specification

Required Skills and/or Experience

- Experience of working in a customer service environment
- Computer literate and open to learning
- Excellent communication skills
- Well-organised, self-motivated and happy to get involved in a wide range of activities
- Presentable, friendly, polite and enthusiastic

Desirable Skills and/or Experience

- Previous experience of shop and/or café work (paid or voluntary)
- Previous experience or knowledge of the museum sector
- An interest in military history