



JOB DESCRIPTION

Engagement Assistant - Galleries

February 2026

Department	Engagement
Position type	Variable hours, weekday and weekend working with potential for extras during school holidays and occasional evenings.
Responsible to	Visitor Engagement Senior Duty Supervisor
Salary	£ 12.21 per hour plus holiday pay
Location	Thackray Museum of Medicine, Leeds LS9 7LN
Closing date	Sunday 22 nd February 11.59pm
Interview date	Tuesday 3 rd March

THACKRAY MUSEUM OF MEDICINE

The Thackray Museum of Medicine is the UK's largest independent medical museum, and a place that inspires people with the passion and purpose of medicine and healthcare – past, present, and future.

Situated in the bustle of a lively East Leeds inner-city community, and adjacent to St James's Hospital – Europe's largest teaching hospital, the Museum showcases innovation and collaboration in medical endeavour through its collection of over 50,000 objects and some 23,000 written works, covering all aspects of the history of medicine.

Open to the public year-round, seven days a week, the Museum's exhibitions, and programmes are built on the foundation of democratising the collection and co-curating with our community. Medicine touches the lives of all humankind, and the museum uses its collection as a focal point to share stories through people from all parts of society, past and present.

As an independent museum and registered charity, our income comes from a range of sources including public and private funding alongside our museum admissions, building hires, café sales and our onsite shop.

ROLE OVERVIEW

Our Engagement team looks after our museum visitors throughout their time at Thackray, developing relationships that see a wide range of people come back to the museum again and again. Through this work, the team generates essential income to support the development of our work with schools and community groups, and the development of our exhibition programme so that it speaks to everyone within our community.

Key responsibilities:

- To be the public face of Thackray, delivering an excellent visitor experience for all.
- Process visitor information in our ticketing system: booking-in pre-booked sales, administering walk-in sales, capturing relevant customer data, maximising Gift Aid and upselling opportunities.
- Be first point of contact for all visitors to the building, providing a friendly and accessible welcome, and signposting visitors to all areas of the museum offer, including the café, shop, conference, and community areas.
- Undertake regular on-gallery duties, making sure all exhibits, interactives and spaces are resourced, well-maintained and secure, free from rubbish or obstructions, that all daily checks are completed and that issues are recorded and escalated appropriately and in a timely manner.
- Undertake accurate cash handling.
- To be flexible and adaptable to ensure the museum can meet customer demand, including occasional working within other areas of the museum's engagement team such as:
 - Assist with the setup and delivery of meetings/events in the conference centre (furniture/AV/catering).
 - Efficiently process shop and café sales, upselling where appropriate.
 - Undertake administration duties as applicable.
- Led by the relevant Duty Supervisor, support the safe evacuation of the building in emergency situations.
- Identify and report security risks and potential hazards.

You will be required to work flexibly Monday to Sunday on a rota basis agreed in advance, and should be able to work weekends, bank holidays, and some evening openings to meet operational demands, as well as attending occasional out of hours meetings and training.

The Thackray Museum of Medicine is actively committed to promoting equality, inclusion and diversity. We are a Disability Confident employer and welcome applications from all sections of the community.

HOW TO APPLY

Please fill in a job application form via the Thackray website at thackraymuseum.co.uk/aboutus/work-for-us/ and send it to **Jonnie Darmody** at jonnie.darmody@thackraymuseum.org

Duties and Skills

Duties	Essential skills, experience, qualities, qualifications	Desirable skills, experience, qualities, qualifications
To be the public face of Thackray, delivering an excellent visitor experience for all.	<p>Excellent customer service skills.</p> <p>A team player with excellent communication and interpersonal skills.</p> <p>Assertive, calm, and reliable under pressure; able to prioritise workload.</p> <p>Demonstrates a positive and flexible approach to working environment.</p>	<p>Customer care and/or visitor experience training, eg NVQ Level 3 or equivalent in Customer Services.</p> <p>Experience of working in a customer service environment.</p>
Process visitor information in our ticketing system: booking-in pre-booked sales, administering walk-in sales, capturing relevant customer data, maximising gift aid and upselling opportunities.	A good standard of literacy and numeracy and the ability to maintain accurate records.	<p>Experience of working with ticketing systems and computerised till operations.</p> <p>Experience of upselling and cross selling.</p>
Be first point of contact for all visitors to the building, providing a friendly and accessible welcome, and signposting visitors to all areas of the museum offer, including the café, shop, conference, and community areas.	<p>Friendly and open manner and confidence speaking to a wide range of people.</p> <p>Understanding of access needs of diverse audiences and how to meet them.</p> <p>Able to respond to visitor enquiries, complaints, and difficult situations.</p>	An affinity for the museum's audiences and community.
Undertake regular on-gallery duties, making sure all exhibits, interactives and spaces are resourced, well-maintained and secure, free from rubbish or obstructions, that all daily checks are completed and that issues are recorded and escalated appropriately and in a timely manner.	Good attention to detail and methodical working.	Understanding of health and safety in a public building.
Undertake accurate cash handling.		Experience of cash handling and operating tills.

To be flexible and adaptable to ensure the museum can meet customer demand, including working within other areas of the museum's engagement team.	Ability to work independently and as part of a team.	Experience of working in events.
Led by the relevant Duty Supervisor, support the safe evacuation of the building in emergency situations. Identify and report security risks and potential hazards.		Knowledge of health and safety and security procedures. Basic Health & Safety certificate.

General Responsibilities

A commitment to equality, diversity and inclusion; and health and safety.

Actively contribute to the successful achievement of departmental and charity-wide goals.

Adhere to all Thackray Museum of Medicine policies and procedures.

Be passionate about protecting the longevity and reputation of the Thackray Museum of Medicine.

Carry out any other duties as reasonably requested, including late-night working, commensurate with the general level of responsibility within the organisation.

All employees must be:

- Self-motivated, enthusiastic, and energetic.
- Honest, reliable, and flexible.
- Organised, confident and assertive.

Benefits and Conditions

- 25 days annual leave entitlement pro rata plus 8 statutory holidays.
- Regular weekend working required, plus occasional evenings.

Other terms and conditions in line with the Thackray Museum of Medicine standard Contract of Employment.

Additional Notes

This job description will be reviewed as part of the post holder's annual appraisal and is not intended to be a complete list of responsibilities.

Please note that due to the large number of applications we receive, we are unfortunately unable to offer individual feedback. If you have not heard from us by 3rd March, please assume your application has not been successful this time.