



THE STAINED
GLASS MUSEUM

inspiring stories in glass, light and colour

VISITOR SERVICES ASSISTANT

RECRUITMENT PACK

VSA25

Charity no. 1169842
Accredited Museum no. 574



VISITOR SERVICES ASSISTANT

We are seeking a part-time Visitor Services Assistant to join our team at The Stained Glass Museum, in Ely.

Job Ref

VSA25

Hours

Part-time Saturdays & Mondays. An average of 13 hours/week throughout the year.

During the summer (1 April-31 October) your working hours will be: 9.45am - 5.15pm (7 hours each day, including 30mins unpaid lunch break)

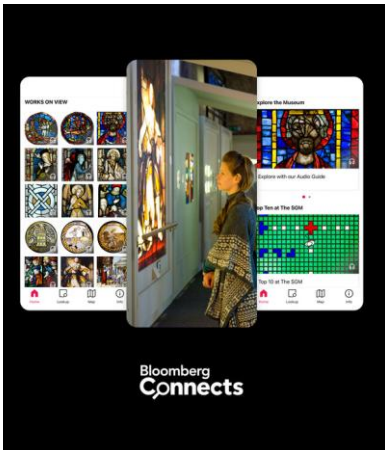
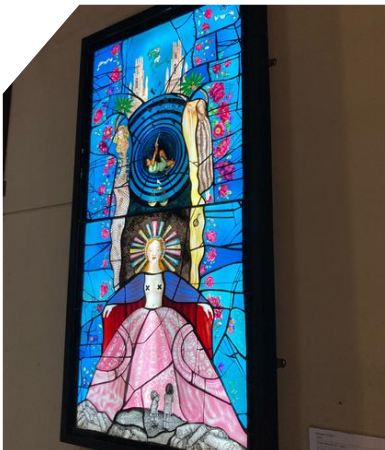
During the winter (1 November-31 March) your working hours will be: 9.45am–4:15pm (6hrs).

Additional hours may also be available to cover holidays and sickness.

Pay

The Stained Glass Museum is a Real Living Wage Employer and pays the current real living wage of £12.60/hour (increasing to £13.45 in 2026).





ABOUT THE STAINED GLASS MUSEUM

The Stained Glass Museum is situated in the unique south triforium of Ely Cathedral (accessed by a spiral staircase of forty steps). The museum offers a unique insight into the fascinating history of stained glass, an art-form that has been practised in Britain for at least thirteen hundred years.

The Stained Glass Museum is an independent museum and registered charity, fully accredited with the Arts Council. Originally established in 1972 as a place of rescue for stained glass from ruined or redundant buildings, half a century later the museum still plays an active role in collecting, interpreting and preserving fine examples of stained glass from the past and present day. The Museum is managed by a full-time Director/Curator and governed by a Board of Trustees.

The Stained Glass Museum is open to the public six days a week, all year round. And currently attracts more than 17,000 paying visitors annually and engages with 2,000+ school-aged children and 200+ adults through our learning and workshops programme each year.



ABOUT THE ROLE

Visitor Services Assistants work to provide a range of front of house services for visitors to The Stained Glass Museum, including reception, visitor information services, admissions and retail. Visitor Service Assistants are a key part of our small museum team and take responsibility for ensuring visitors are welcomed and given an orientation, as well as actively promoting ticket sales and shop sales to increase visitor spend.

For an informal chat about this position, please contact Steven Jugg, Visitor Services and Shop Manager on 01353 660347.

ROLE DESCRIPTION

MAIN DUTIES

Reception and Welcome desk

- Provide reception services to welcome visitors, workshop attendees and customers, and orientate them around the museum;
- Actively promote ticket sales and manage admissions into the museum, recording visitor numbers;
- Support with various housekeeping tasks to ensure smooth running of the museum;
- Promote the museums, its collections, events and services;
- Answer enquiries in person and by phone, assisting the public and providing information as required, helping to further their knowledge and understanding of displays and exhibits;
- Serve visitors and deliver excellent customer service at all times.

Retail

- Actively promote shop sales and merchandise to increase visitor spend;
- Pro-actively replenish merchandise displays, deploying good; housekeeping within the retail area by constantly refreshing product displays;
- Advise the Visitor Services and Shop Manager when stocks are low;
- Keep all stock in a tidy and secure manner in designated areas;
- Handle sales and operate the till POS including handling cash.

Museum site

- Responsibility for opening and closing the museum, ensuring doors are locked at the end of the day, working as part of a team to ensure gallery and site security;
- Monitoring the museum CCTV during opening hours;
- Undertake some cleaning of the shop, entrance areas and other public areas to maintain high level of site cleanliness and presentation;
- Ensure museum leaflets are well stocked in the gallery, and that children's areas are tidy at the beginning and end of the day;
- Maintain an awareness of Health and Safety on the site, particularly public health and safety;
- Attend training sessions and staff meetings as required.

About you

- Enjoy meeting people and be able to communicate effectively with all members of the public and with colleagues;
- Flexible and enthusiastic approach to work;
- Able to maintain a high standard of personal presentation at all times;
- Open, friendly and helpful manner;
- Capacity to work under pressure;
- Ability to work independently and with others, as well as occasional lone working;
- Practical and adaptable;
- Interest in history / museums / art / heritage;
- Experience working in a customer-facing or retail environment;
- Good level of spoken, written and listening English;
- Competent IT skills using Microsoft Office and Outlook.

Special requirements

- Able to cover holidays and sickness and out of hours events by arrangement;
- Be an appointed first aider.

HOW TO APPLY

Please send a C.V. and covering letter, setting out your experience and suitability for the role to:

Steven Jugg, Shop and Visitor Services Manager

steven@stainedglassmuseum.com

The Stained Glass Museum, South Triforium, Ely Cathedral, CB7 4DL

Application Deadline: 14 November 2025, midday

Shortlisted candidates will be invited to interview:

Interview Date: Tuesday 18 November, AM

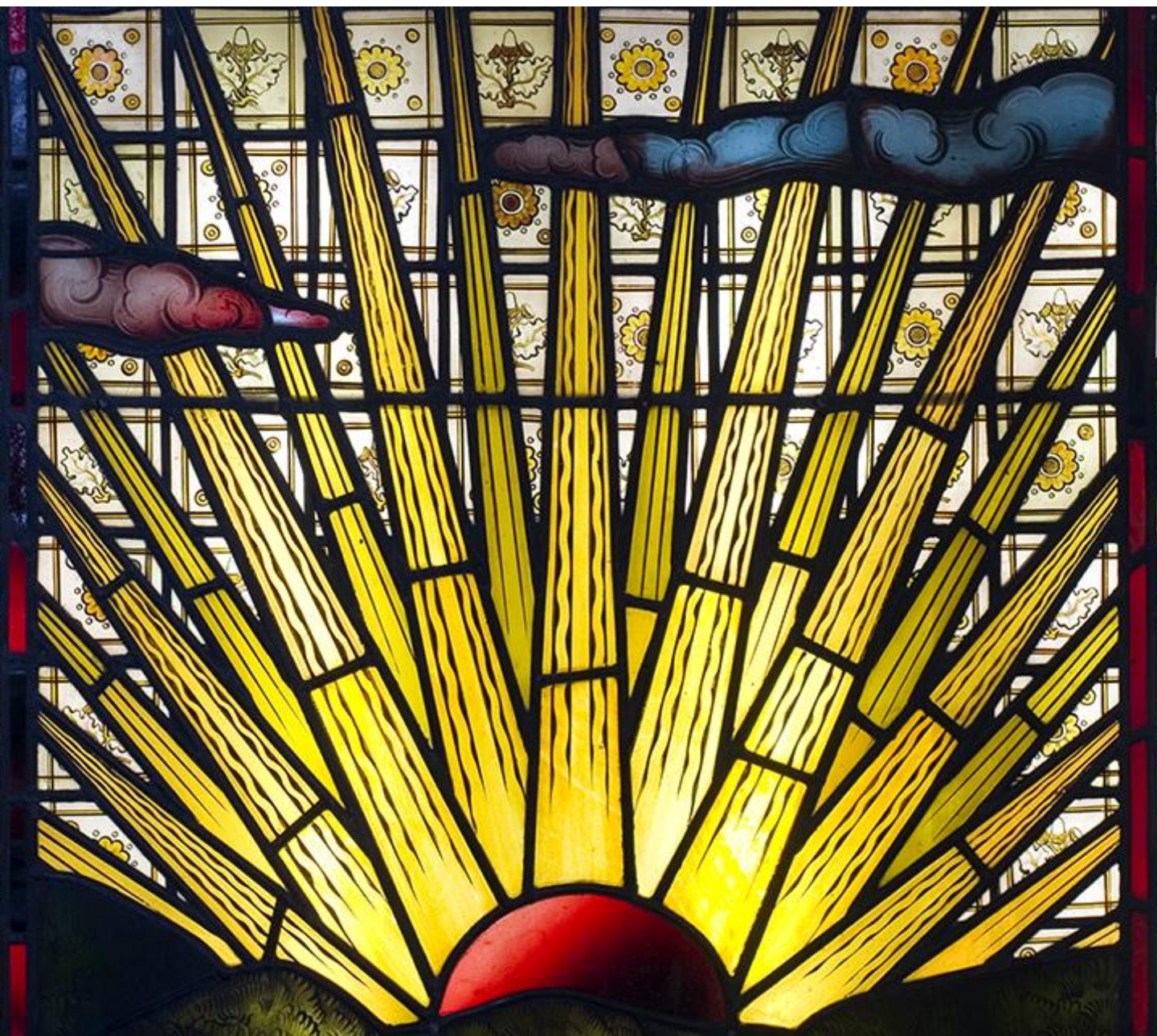
MISSION AND VISION

Our Vision

To be the national centre for enjoying and understanding stained glass through storytelling, creativity, and research.

Our Mission

To share with everyone the cultural and artistic importance of stained glass.





The Stained Glass Museum

South Triforium, Ely Cathedral, Ely, CB7 4DL

www.stainedglassmuseum.com | 01353 660347

Registered Charity no. 1169842
Accredited Museum no. 574