

Front of House Assistant, Young V&A (fee paid zero-hour role)

Job Description | December 2023



V&A

Fee Paid Front of House Assistant

Contract Type: Fee paid zero-hour contract

Hours: Shifts available Monday – Sunday including Public Holidays.
Standard working hours 09:40 – 18:00.

Salary: £11.95 per hour (London Living Wage).

Location: Young V&A, Bethnal Green, London E2 9PA with occasional travel between V&A London sites.

Please note this role will require a clear, Enhanced DBS check

About the role

The Front of House Assistant roles at Young V&A play a pivotal part in providing an exceptional, hands on, and joyful visitor experience.

Front of House Assistants work across all front of house functions including welcome, retail, galleries, membership, exhibitions, events, and the learning studio check in. They are responsible for delivering an excellent visitor experience, highlighting our commercial offers, and making sure every visitor feels welcome and engaged with the Young V&A.



Key Responsibilities

- Working with the Front of House Floor Managers to provide a safe and enjoyable experience for all our visitors.
- Actively engaging with our audience throughout the visitor journey, providing information and allowing them to get the most out of their visit.
- Utilising a 'sales through service' approach to achieve income and KPI targets across retail operations and ticketing.
- Actively promoting donations, exhibitions, and the benefits of the V&A membership scheme.
- Invigilation in the galleries and other public areas.
- Work with the security team in managing visitor flow and capacity and general visitor safety and practically assisting with health and safety protocols including fire evacuations.

This job description is not all encompassing, and duties may be reviewed and revised according to the needs of the business.

We're looking for someone who is:

- Experienced in working as part of a visitor or customer facing team.
- Passionate about making Young V&A a fun and joyful space where children and young people feel confident to express themselves through imagination and creative play.
- Able to actively engage with visitors and communicate confidently.
- Confident in using their initiative and can make proactive decisions.
- Prepared to be hands on and flexible in their way of working.
- Able to work in busy and high-pressure environments.
- Commercially minded and able to upsell effectively.

We'd love it if you have:

- Experience working in a museum or similar visitor attraction.
- Experience of working with a primarily young audience and the considerations around young audiences for e.g., safeguarding
- Experience in using retail or ticketing EPOS systems.

About Young V&A

Young V&A opened 1st July 2023 in Bethnal Green, London. It is a transformation of the former V&A Museum of Childhood into a completely reimagined museum, designed with and for young people.

There are three new galleries and ticketed exhibitions. Visitors are invited to learn through performance, play and design. There are two shops, a café, a welcome area and learning spaces. Our target audience is 0–14-year-olds, families, and the local community.

You can find out more about Young V&A and its aims here:

<https://www.vam.ac.uk/young>



How to apply

Upload your CV and short covering letter to our website.

[V&A · Vacancies At The V&A \(vam.ac.uk\)](http://vam.ac.uk)

You will only be able to upload a single document. Please save your CV and covering letter as one document and upload them together.

Your covering letter should tell us:

- Your email address and phone number
- Why you want to work at Young V&A and what skills you will bring to the role
- What experience you have working with children and young people