



ASSISTANT MUSEUM MANAGER SHOEMAKERS MUSEUM

JOB DETAILS

EMPLOYER:	Alfred Gillett Trust (Charity Number 1165528)
JOB TITLE:	Assistant Museum Manager
JOB FAMILY:	Shoemakers Museum
SALARY:	£30,000 pa pro rata
HOURS:	17 hours per week - 2 days worked across 7 days primarily on a Friday and Saturday
LOCATION:	Street, Somerset and AGT off-site stores
REPORTS TO:	Museum Manager
LINE MANAGER TO:	Visitor experience hosts

ABOUT US

The Alfred Gillett Trust was established as a charity in 2002 and cares for one of the most significant corporate collections in the world. Our collections capture almost two centuries of shoemaking, illustrating the innovation, craftsmanship and social impact of Clarks Shoes, as well as the charitable and political interests of the founding Quaker family.

Shoemakers Museum opened in 2025 as a unique cultural destination celebrating the rich history and craftsmanship of shoemaking. With a collection of over 100,000 objects, Shoemakers is committed to delivering an engaging and inspirational visitor experience that connects people with the stories behind the collections we care for.

THE ROLE

We are seeking a dynamic and motivated Assistant Museum Manager to support the Museum Manager in delivering our vision and strategic objectives. The post holder will play a key role in implementing strategies to enhance the visitor experience, strengthen financial sustainability and improve operational effectiveness, helping to ensure the long-term success of the museum. The role is part of a job share comprising 17 hours of a 42.5 hour role over seven days of operation with your core working days being a Friday and a Saturday.

OUR VISION, MISSION AND VALUES

Our vision is to inspire the world with the family and community stories behind Clarks shoes. Our mission is to provide welcoming and engaging spaces for developing and sharing the stories of our collections.

Our values guide how we work and act as an ethical compass for everything we do:

- Inclusion: everyone feels welcome
- Learning: inspiring curiosity
- Collaboration: maximising potential
- Sustainability: optimising opportunities

RESPONSIBILITIES AND DUTIES

- Work with the Museum Manager to set and deliver strategic direction and implementation of business plan
- Assisting in the delivery of audience development and visitor experience
- Managing ticketing systems and software development
- Deputises in absence of the Museum Manager
- Work with Collections Manager to support the delivery of new and evolving exhibitions
- Helps to recruit and then leads and develops the work of the front and back of house teams
- Supervises and manages staff and volunteer recruitment and development
- Supports the management of contractors and facilities
- Assists in the development and implementation of learning programmes
- Assists the Museum Manager with the event programme
- Establishes and maintains networks and partnerships that positively impact Shoemakers Museum
- With the Museum Manager, develop the budget and forward plan
- Setting and meeting targets for visitor services
- Delivers talks and tours
- Promotes the archive services
- Performing duties or tasks as may be reasonably requested from time to time
- Acting as key holder
- Out of hours support
- Duty Manager on a rota system including evenings and weekends

KEY SKILLS AND ATTRIBUTES

- Experience of customer facing roles in a visitor attraction
- Experience and knowledge of at least one of the following: ticketing systems and EPOS; retail; catering (we are particularly interested in candidates with experience in this area); event management; facilities management; implementing learning programmes
- Experience of developing and motivating staff teams
- Exceptional organisation skills
- Knowledge of income streams and how to grow them
- An understanding of audiences and their engagement
- Knowledge and understanding of collection management processes
- Experience of working with and motivating volunteers
- Goes above and beyond in welcoming people and delivering the visitor experience

BENEFITS

- Company Pension up to 10%
- Free car parking
- 25 days holiday (pro rata) plus bank holidays
- Additional day off on your birthday
- Enhanced sick pay scheme
- Continued professional development support
- Employee assistance programme
- Access to discounts
- Flexi time scheme

TO APPLY

Please email your CV with a covering letter detailing how your skills and experience match the role description and skills specification to hello@shoemakersmuseum.org.uk.

Deadline for applications: 9.30am Monday 25th May

We will be interviewing candidates on a rolling basis as applications come in and may close the call for applications early if we find the right person so please do not wait for the deadline, if you are interested please apply now.

Applications which do not include the requested information will not be considered.

LINKS

<https://shoemakersmuseum.org.uk/>