



Together we make it V&A

Young V&A
Front of House Assistant

V&A



Role Summary

Reports to - Young V&A Floor Managers

Department - Operations and Commercial, Young V&A

Location - Young V&A, Bethnal Green, with some travel between London sites

Hours - Full time and part time positions available. Hours are calculated over a six-week rolling rota. Includes regular Bank Holiday and weekend working. Occasional early morning and evening work is required to facilitate training and events.

Salary - £13.85 per hour (London Living Wage)

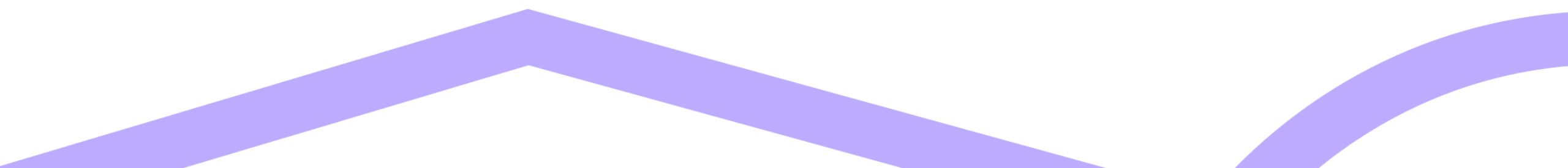
Contract - Various contracts available. See vacancy breakdown document

Hours are calculated over a six-week rolling rota. Including regular Bank Holiday and weekend working. Occasional early morning and evening work is required to facilitate training and events.

As this role will require you to work on Bank Holidays when Young V&A is open to the public the Bank Holidays will be added in your annual leave entitlement to ensure you can take the time off at another time.

The standard working hours are 09:40 – 18:00. Lunch cover shift working hours are 10:50 – 16:20.

Available contract types:

- Full time permanent (38 hours per week). Working approximately one weekend in two with a regular weekday off.
 - Full time fixed term 1 year (38 hours per week). Working approximately one weekend in two with a regular weekday off.
 - Part time permanent (16.3 hours per week). Saturday and Sunday shifts.
 - Part time permanent (18.5 hours per week lunch cover). Working 3-4 shifts per week. Working approximately one weekend in two.
 - Part time permanent (30.6 hours per week). Working every Thursday, Friday, Saturday, and Sunday.
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Example rota patterns:

Full time (38 hours per week):

Week 1							Week 2							Week 3							Week 4							Week 5							Week 6						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
IN	IN	IN	OFF	IN	IN	IN	IN	OFF	IN	IN	IN	OFF	OFF	IN	IN	IN	OFF	IN	IN	IN	IN	OFF	IN	IN	IN	OFF	OFF	IN	IN	IN	OFF	IN	IN	IN	IN	OFF	IN	IN	IN	OFF	OFF

Part time permanent (16.3 hours per week):

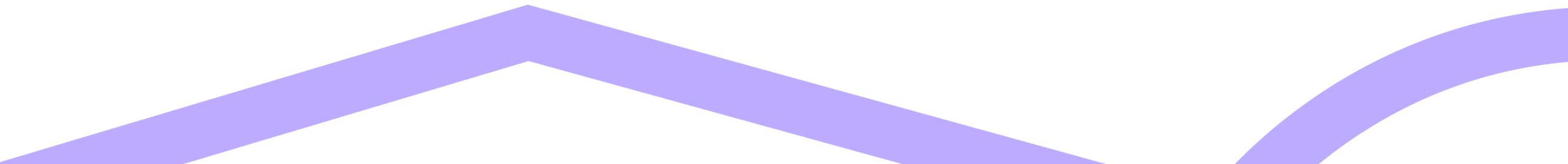
Week 1							Week 2							Week 3							Week 4							Week 5							Week 6						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
					IN	IN						IN	IN						IN	IN						IN	IN						IN	IN						IN	IN

Part time permanent (18.5 hours per week lunch cover):

Week 1							Week 2							Week 3							Week 4							Week 5							Week 6						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
		IN	IN		IN	IN			IN	IN	IN					IN	IN		IN	IN			IN	IN	IN					IN	IN		IN	IN			IN	IN	IN		

Part time permanent (30.6 hours per week):

Week 1							Week 2							Week 3							Week 4							Week 5							Week 6						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
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Who we are

The V&A is a family of museums dedicated to the power of creativity. Our mission is to champion design and creativity in all its forms, advance cultural knowledge, and inspire makers, creators and innovators everywhere.

Young V&A is a museum sparking creativity now and for the future. Created with 0-14 year-olds, it is a place for young people to imagine, play and design, and get inspired by a collection of 2000 toys, characters, objects and artworks from around the world and throughout history. Rooted in its local community with 150-year heritage as East London's first museum, Young V&A works to energise young creators everywhere, as well as empower everyone to promote creativity for the next generation and support the teaching of art and design education for all.

There are three galleries and a temporary ticketed exhibition gallery, two shops, a café and three learning studios.

About the role

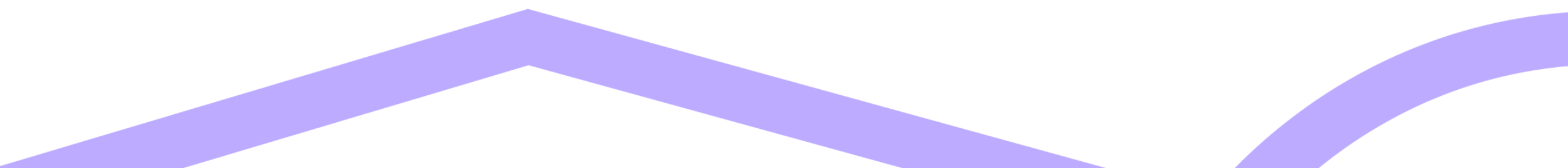
The Front of House Assistant roles at Young V&A play a pivotal part in providing an exceptional, hands on, and joyful visitor experience with a sales through service approach.

Front of House Assistants work across all front of house functions including greeting our visitors, promoting products to customers, maintaining display standards and selling in our shops, engaging in our galleries ensuring a safe and fun visit, upselling our membership scheme, selling tickets to our exhibition, helping out with events, checking in schools and looking after the learning studio and lunchroom admissions. They also support the front of house volunteering programme to support a one front of house team culture.

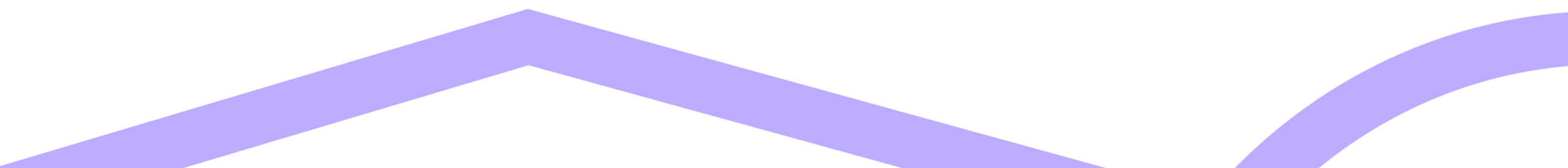
They are responsible for delivering an excellent visitor experience, highlighting our commercial offers, and making sure every visitor feels welcome and engaged with Young V&A.



We're looking for someone who is:

- 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 act professionally as part of a visitor or customer facing team and be an ambassador for the V&A.
 - 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.
 - Familiar with/has experience of Bethnal Green and the local area.
 - Shares our Values of Sustainability, Equity, Creativity, Collaboration & Generosity
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We'd love it if you have:

- Experience of working with a primarily young audience and the considerations around young audiences for e.g., safeguarding
 - Experience working in a museum or similar visitor attraction.
 - Experience in using retail or ticketing EPOS systems.
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- A decorative graphic at the bottom of the slide consisting of a thick purple line that starts on the left, rises to a peak, descends to a trough, and then rises again towards the right edge of the frame.



Why work here

We strive to integrate **equality, diversity, and inclusion** consistently and naturally into all our activities.

We are proud to be an **open, tolerant, and diverse** organisation. We want to do more to welcome a broader audience and develop a more diverse workforce.

The V&A values are **Equity, Sustainability, Generosity, Collaboration and Creativity.**

Disability Confident

We are committed to guaranteeing an interview for applicants who declare they have a disability and meet the minimum criteria for the role.



What we offer you

We want to support you and your well-being throughout your employment journey, so we provide a competitive range of benefits such as:

- **29** days of holiday plus public holidays each year (pro-rata if you work part time)
- Competitive defined contribution pension scheme offering up to 10% contribution from the V&A
- Life Assurance of 4x your annual salary
- Family-friendly policies (for example, enhanced maternity and parental leave, paid carers leave)
- Interest free loans for your travel to work and rental deposits
- Cycle to work scheme
- Exclusive access to My V&A Benefits – an app bringing together all your V&A Benefits, retail discounts and wellbeing benefits on the go!
- Employee Assistance Programme – free and confidential services to support your wellbeing
- Complimentary tickets to V&A exhibitions for you, your friends or family
- 25% discount in all our V&A shops and on-site cafés
- Free entrance to many other major museums and exhibitions



What next

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

Application Deadline:

We operate anonymous shortlisting at the V&A. This means that the manager cannot see your name, contact information, or equality data when shortlisting your application.

We are a Disability Confident Employer offering guaranteed interviews to those who declare their disability and meet the job criteria under the Disability Confident Scheme.

Application Deadline – Sunday 13th April 2025

Interview/Assessment days: Week commencing 21st April 2025

Potential Start Date: June 2025

Any Questions?

Contact our Recruitment team at careers@vam.ac.uk



Thank you

Together we make it V&A

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V&A