

V&A East

Job Pack

V&A

Role Essentials



We are looking for applications from those living in, or with significant lived experience of, our local boroughs of Hackney, Newham, Tower Hamlets and Waltham Forest.

Role: Floor Assistant, V&A East Storehouse

Team: Operations & Commercial

Salary: £13.85 per hour (London Living Wage)

Contract: Permanent

Hours: Full Time, and 3 or 4 days per week, including weekends, bank holidays and some evenings

Location: V&A East Storehouse



Who we are

V&A East is dedicated to creative opportunity and its power to bring change. Two free cultural destinations – V&A East Storehouse and Museum – will open up the V&A collection for all, celebrate making in all its forms and create new possibilities for everyone.

V&A East Museum celebrates making and creativity's power to bring change. Created with young people and rooted in east London's heritage, V&A East Museum explores what's shaping our world with the voices leading contemporary culture.

V&A East Storehouse is a unique new museum experience opening up the V&A collection to everyone. Go behind-the-scenes to make new discoveries, explore untold stories and share ideas.

Find out more [here](#)



What we stand for

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 identify as having a disability and meet the minimum criteria for the post. If you are applying under the scheme, the recruiting manager will be notified. If short-listed, we will ask you about any reasonable adjustments you need to participate in the next stage of the selection process.



Role summary

The team of Floor Assistants, V&A East Storehouse will play a key role in maintaining the highest standards of visitor experience and safety across the building. They will understand the V&A's core values and ensure that our visitors and diverse audiences feel welcome and engaged. They will also play a key role in defining how V&A East establishes and builds its identity as a leading cultural hub.

Day-to-day tasks:

- Ensure that visitors feel welcome, engaged with and safe in our building.
- Work across multiple areas, including ticketing, retail and membership sales, public programme and events support.
- Ensure that V&A East's values are woven through our visitor experience.
- Work collaboratively with the wider Front of House team and Volunteering team.
- Keep Storehouse safe and looking its best by reporting maintenance issues and highlighting hazards.
- Support senior staff in the delivery of wider strategic objectives.



Who we are looking for

- Someone who is friendly and great with people - able to make our visitors from all backgrounds feel welcome.
- Is confident communicating with others and happy to approach visitors, so they get the most out of their visit.
- Can think on their feet -, problem-solve, prioritise, and take action in a fast-paced environment.
- Is excited about V&A East's opening and vision, so that this can be shared with our visitors.
- Is a team-player – happy to support other team members and work together.
- Is reliable, punctual and organised – someone who will turn up to work on time for each shift they are scheduled for.
- Has an interest in art, design and performance.
- Shares our Values of Sustainability, Equity, Creativity, Collaboration & Generosity.
- Has an understanding of the local environment, target V&A East audience and lives in, or has lived experience of, one of our local boroughs (Hackney, Newham, Tower Hamlets, Waltham Forest).



We are looking for someone with transferrable skills and not necessarily someone with a conventional museum background

What we can offer you

- Generous holiday entitlement
- **5.5%** employee pension contribution, **10%** employer pension contribution (*post-probation*)
- Life assurance scheme (to value of 4 x annual salary)
- Family-friendly policies e.g. enhanced maternity + paid carers leave
- An interest-free loan for a travelcard, bike, or for a deposit if you're renting (*post-probation*)
- Tickets to V&A exhibitions for you, your friends or family + 25% discount in V&A shops and cafes
- Free entrance to many major museums and exhibitions
- Benefits platform offering discounts at major retailers including Tesco, Sainsbury's, Odeon, ASOS, H&M and many more!
- Socials events, such as staff summer and Christmas parties
- Staff networks
- An Employee Assistance Programme – a free, confidential, and comprehensive set of services designed to provide support and a balanced and healthy working environment.
- Free sanitary products for all employees across our sites



What happens next

Apply here <https://www.vam.ac.uk/vacancies>

Application Deadline 16 November 2025

Interview/Assessment days
Through November 2025

Start Date Late November/December 2025 and
January 2026

Any Questions?

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



V&A East

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<https://www.linkedin.com/company/victoria-and-albert-museum>

Thank you

V&A