



Job Description: Gallery Assistant Brooke Museums, Fort Margherita & The Old Court House, Kuching

Introduction

An exciting opportunity has arisen to join a dynamic team at Kuching's newest non-profit museum gallery and tourist attractions. Situated within the iconic landmarks of Fort Margherita and The Old Court House, Brooke Museums is seeking two (2) Gallery Assistants to help us grow our offering as we enter our third year of operation.

Our first offering, The Brooke Gallery, was established by the Brooke Trust, in collaboration with the Sarawak Museum Department, to showcase Sarawak's extraordinary heritage. The exhibition explores the 100 years of the Kingdom of Sarawak, with a focus on local community leaders who worked with the Brookes to bring about the modern state of Sarawak. Our second offering, opening in September 2018, will tell the story of the life and legacy of Margaret, the first Ranee of Sarawak, wife of Rajah Charles Brooke.

Originally founded to safeguard the Brooke family's collection of papers and artefacts, the Brooke Trust has evolved into a dynamic volunteer-led charity with a mission to share and explore the history and legacy of the Brooke dynasty in Sarawak through projects that *engage, inform, enrich* and *inspire*. We believe that engagement with our work will benefit communities through *education* and *experiences* that promote personal and community well-being. The Brooke Gallery is the Trust's flagship project to date, while the Ranee Museum, opening soon at the Old Court House, will double the size of our educational offering.

Job Title

Gallery Assistants (2 positions: Sharing a rota between Fort Margherita and the Old Court House).

Job Type

Permanent full-time

Location

Fort Margherita, Petra Jaya & The Old Courthouse, Kuching

Supervisor/Manager

Day to day supervision will be provided by the Gallery Supervisors while Line Management will be provided by the Brooke Museums Manager, but the Gallery Assistants will be expected to act with a degree of autonomy and initiative.

Main Duties and Responsibilities

General

Successful candidates will provide crucial support to the operations of exciting new permanent exhibitions in historic buildings. Skills development supported will include museology, curatorial, exhibition care, conservation and maintenance, visitor information and assistance, cultural attraction management, heritage education, public programmes and events management.

This position involves working on a wide array of museum/gallery and cultural attraction management activities as assigned by the Brooke Museums Manager, including but not limited to:

- Ticketing
- Visitor Information
- Exhibition Care
- Events Management
- Public Programmes
- Management Reporting
- Marketing & Public Relations
- Food & Beverages
- Museum Education Programmes

Tasks associated with the above activities will include leading guided tours of the Galleries and general operations as part of the Brooke Museums team.

Qualification/Experience/Skills & Attributes/Knowledge & Abilities

The positions of Gallery Assistants also require an interest in arts, culture and history, essential skills in communications with a wide range of stakeholders, outstanding customer service, attention to detail, steadfastness, and the ability to work independently as well as working along in a team.

Qualifications

- A diploma in any of the disciplines of Marketing, Communications, History, Education or equivalent field of study would be advantageous but is not an essential requirement. A positive attitude, natural aptitude, and willingness to learn are more important as on the job training will be provided.

Experience

- Work experience in an arts, cultural, tourism, education or customer focused role would be advantageous.

Skills and Attributes

- Excellent written and oral communication skills (English language and Bahasa Malaysia or a second language)
- General knowledge of word processing, spreadsheet (Excel)
- Ability to work well in a team and be able to contribute and take part in new ideas.
- Ability to work efficiently, including managing time effectively and prioritising tasks
- Excellent organisational, problem-solving and people/customer-service skills.
- Independent, energetic, self-starter, with flexible and positive attitude, adaptable and comfortable with a fast-paced working environment
- Attention to detail and with strengths in critical thinking
- Able to be discreet and maintain confidentiality as it relates to the task at hand
- Interest in cultural sector and visitor attractions
- The ability to climb ladders and lift up to 50lbs (± 22.7kg) as needed as well as making trips up and down the stairs
- Enthusiasm for learning about and sharing history and heritage
- Interest in preservation standards for objects in an exhibition

In general --

A gallery assistant should:

1. Have a good interest in the running of museums and/or visitor attractions
2. Be inquisitive and interested in constantly acquiring knowledge.
3. Be enthusiastic in welcoming visitors.
4. Have excellent personal communication skills.
5. Be reliable, organized, tidy and methodical.
6. Be flexible and able to deal with a variety of tasks.
7. Enjoy working as part of a team.
8. Be physically fit to handle exhibits and displays.
9. Have computer skills for cataloguing, inventory, indexing, and other relevant tasks.

Specific Duties and Main Responsibilities at Brooke Museums

- Greets visitors, gives directions and explains exhibits to visitors, as well as welcomes visitors to the museum – this include providing information and answering questions.
- Assists in the maintaining of museum collection database through data entry and editing as well as daily ticket reports;
- Assists with sales of catalogues, books, postcards, drinks and other souvenirs in the museum shop and tea rooms
- Responds professionally to inquiries regarding collections from museum visitors; acts as museum receptionist (general reception duties such as answering phones, maintaining records or taking bookings of photo-shoots, TV/Documentary shootings, educational trips, Museum Education Program, etc);
- Monitors security by surveying museum patrons and activation of alarm systems;
- Assists in organization of and implementation of public programs such as workshops, Museum Education Programs and special events (may assist in preparation of educational materials, promotional materials, and mailing lists);
- Other jobs may include cleaning of cabinets and exhibition areas, ensuring availability of sufficient leaflets or guides, and cataloguing new exhibits or those going into storage
- Continually updates his/her knowledge of the museum and its displays and exhibits. Where there are hands-on and interactive exhibits, they must know how each one works so that they can provide assistance to visitors;
- Upon some intensive trainings, a GA is to assist in giving guided tours to individuals or groups at set times or for pre-booked groups.

Performance Goals

- Tasks assigned by the Management team are completed on time and work completed is of good quality.
- At all times, dealings with visitors, suppliers, other workers on site in a way that is courteous, respectful, pleasant and professional.
- Galleries are in good order and well-maintained.
- Visitor feedback on visitor experience is positive.

Remuneration

Details on salary package and benefits will be provided on application.

Application

Interested candidates should submit:

1. A CV containing education and employment history and;
2. A covering letter outlining why you feel you are a good fit for this role.

Applications and enquiries should be submitted to:

Miss Liza binti Sideni
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The Brooke Gallery
Fort Margherita
93050 Kuching

T: 016-3101880

E: brookegallery@brooketrust.org

W: www.brookegallery.org