



**Heritage
Malta**

Job Description

Coordinator

(Museums & Sites)

Scope

The role of Coordinator (Museums & Sites) is to enhance the visitors' experience in Heritage Malta museums and sites through the provision of information and optimal customer care service.

Main Responsibilities

- Leads and interacts with visitors in encountering, experiencing, and enjoying artefacts on display.
 - Actively participates in the enhancement of the site/museum's presentation, interpretation and conservation as the need arises.
 - Leads and/or participate in children's programmes organised at the museum/site in consultation with the respective department.
 - Informs visitors on public programmes, lectures, and events.
 - Answers general questions on the collection or directs visitors to specialised staff if necessary.
 - Plans and oversees special events and outreach activities.
 - Co-ordinates volunteer service where applicable.
 - Conducts guided tours as and when necessary.
 - Upsells guided tours.
 - Personally undertakes scheduled guided tours of museum/site.
 - Replaces front office staff when necessary.
 - Schedules tours and group visits.
 - Oversees smooth running of front of house and visitors' services.
 - Co-ordinates security and warding of the museum collection.
 - Maintains channel of communication between visitors and Curators.
 - Liaises with Manufacture & Upkeep through the JIRA platform as regards to maintenance works in public spaces.
 - Participates in data collection exercises (surveys, statistics).
 - Complies with Heritage Malta's Health & Safety policies.
 - Positively delivers Heritage Malta's mission statement and displays values of Heritage Malta.
 - Assists with visitor flow especially when large groups visit the museum or site.
 - Provides assistance to all visitors with their access needs around the museum or site.
 - Undertakes any administrative duties as and when necessary.
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- Helps in the logistics of events when required.
 - Helps in the Museum shop when required.
 - Works with flexible shift patterns as stipulated in the Collective Agreement.
 - Works in close collaboration with other Heritage Malta professionals.
 - Observes professional ethics.
 - Ensures adherence to policies, procedures and approved budgets.
 - Other duties as may be required by the Agency.
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Qualification and experience

Higher National Diploma in Tourist Guiding (MQF Lv 5), or pertinent Diploma (MQF Lv 5), plus four (4) years relevant experience.

OR

Qualification in History (MQF Lv 6 or higher) plus two (2) years relevant experience