

Swindon Heritage Preservation

(formerly Mechanics Institute Trust)



Museum Visitor Experience Officer

About the role

Contract Type:	Fixed Term until February 2028 (with possible extension)
Hours:	Part time, 20 hours per week
Salary:	£14 - £16 per hour (depending on experience)
Benefits:	• Workplace Pension scheme, • 28 days annual leave including Bank Holidays (pro-rata) • Flexible working: with time off in lieu for approved evening or weekend work
Location:	SHP Head Office: Emlyn Square, Swindon (with scope for hybrid working, off-site)
Reports to:	Chair of Trustees
Supports:	Museum Volunteer group

About Swindon Heritage Preservation

Swindon Heritage Preservation, formerly the Mechanics' Institution Trust, is Swindon's only building preservation trust. We combine community use with the restoration, conservation and celebration of local heritage.

Based in Emlyn Square, at the heart of Swindon's Historic Railway Village, we manage four heritage buildings: the Central Community Centre, formerly the Old GWR Medical Fund Hospital; Bakers Café; the Cricketers Arms; and the Railway Village Museum. These spaces are used as social, tourism, educational and cultural resources for the local community.

In 2025, we celebrated our 30th anniversary and continue to focus on preserving the buildings and stories that matter to Swindon. While some administrative tasks can be completed remotely, this role will be based mainly in the community and across our heritage spaces.

Role Summary

Swindon Heritage Preservation is seeking a confident, organised and visitor-focused person to support the operation of the Railway Village Museum and help deliver a welcoming, informative and engaging visitor experience. You will co-ordinate visits, tours and learning activity, support volunteers, and help share the stories of Swindon's railway, social and community history.

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Purpose of the role

The purpose of this role is to support the day-to-day operation, visitor experience and public engagement of the Railway Village Museum. The postholder will help ensure visits, tours and learning activities are well organised, accessible and welcoming, while supporting the care and interpretation of Swindon's heritage stories.

Key responsibilities

- **Museum Operations:** Work with the Conservation Management Lead and Buildings Manager to support the safe, welcoming and effective operation of the museum. Help ensure planned maintenance, opening checks and facilities checklists are completed.
- **Collections Care:** Work with the Conservation Management Lead and Archive Team to support the cataloguing, preservation and care of social history collection items.
- **Visitor Experience and Interpretation:** Develop and refresh visitor information, guides and interpretation materials. Work with the Archive Team and museum volunteers to share engaging stories about Swindon's railway, social and community history.
- **Tours, Visits and Learning:** Co-ordinate bespoke group visits, school visits, guided walks and specialist tours. Liaise with volunteers, schools, community groups and external visitors to ensure visits are well planned, accessible and appropriately staffed.
- **Reporting and Evaluation:** Maintain accurate records of visitor numbers, feedback and engagement activity. Use this information to support Trust reporting, grant monitoring and service improvement.
- **Visitor Safety and Procedures:** Support safe public opening, group visits and volunteer-led activity by maintaining clear visitor procedures, safeguarding practice, risk assessments and venue standards.
- **Communications and Events Cover:** Provide cover for the Communications and Events Officer during holidays and periods of absence, supporting essential communications activity and visitor-facing promotion as required.

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Person Criteria

Essential

Visitor-focused approach: Warm, welcoming and confident when supporting visitors, volunteers, schools, community groups and external guests.

Interpersonal, customer service and communication skills: Able to communicate clearly, professionally and appropriately with a wide range of people, both verbally and in writing.

Organisation and attention to detail: Able to plan and co-ordinate visits, maintain accurate records, manage several tasks at once and keep work on track.

Interest in heritage and learning:

Genuine interest in heritage, museums, learning, social history or community history, with an enthusiasm for sharing stories with visitors.

Digital confidence: Proficient in Microsoft Office, Google Suite or similar digital tools, including email, calendars, documents and spreadsheets.

Flexibility: Willing and able to work occasional early mornings, evenings and weekends

Special circumstances: Cover for Comms & Events Officer duties and any travel/vehicle requirements.

Desirable

Experience of working in a museum, heritage, visitor attraction, archive, arts, culture, learning or community setting.

Experience of co-ordinating museum visits, group bookings, guided tours, learning sessions or public programmes.

Understanding of collections care, interpretation, heritage learning, safeguarding, risk assessments or visitor safety procedures.

Knowledge of Swindon's railway heritage, Historic Railway Village, local communities or voluntary sector.

Experience of collecting visitor feedback, maintaining monitoring data, preparing basic reports or supporting grant reporting.

First aid, safeguarding or object handling training, or willingness to undertake relevant training.

Eligibility

Applicants must have the right to work in the UK.

The successful candidate will be required to complete appropriate DBS and vetting checks before appointment.

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Appointment will be subject to satisfactory references.

Equality, diversity and inclusion

Swindon Heritage Preservation is committed to fair, inclusive and accessible recruitment. We welcome applications from people of all backgrounds and experiences. Applicants will be assessed against the requirements of the role, and reasonable adjustments will be made for candidates who need them during the recruitment process.

How to apply

To apply, please send your CV and a one-page covering letter, stating the role you are applying for, to: **Bob@swindonheritage.org.uk**

For an informal conversation about the role, please call 07786963718.

- **Closing Date:** 31st July 2026
- **Interviews:** Week commencing 3rd August 2026