



## Seasonal Visitor Services

Employer	The Highlanders' Museum Limited
Job title	Seasonal Visitor Services
Location	The Highlanders' Museum, Fort George, Ardersier, Inverness, IV2 7DT
Salary	£10.90 per hour
Hours	18 per week
Days of work	Thursday, Friday, Saturday
Contract type	Fixed term

## Job Description

### Role Summary

The Highlanders' Museum (THM) is home to the largest collection of military artefacts outside of Edinburgh representing almost 250 years of history spanning five different regiments. THM is an independent military museum situated within Fort George, showcasing highland military history through the Queen's Own Highlanders collection, and is the jewel in the crown of the historic fort - which is still a working military barracks.

An active part of our small team, as Seasonal Visitor Services, you will assist the Visitor Services Team Leader and the rest of the Visitor Services team in ensuring the smooth running of our front of house operations and ensuring that every visitor is given a warm welcome. This includes performing front of house duties and staffing the museum shop, along with monitoring the galleries as required.

This position is part-time. The salary is £10.90 per hour. This will be a fixed term contract. You will be required to work on-site at Fort George. You will work 6 hours per day over the term of the contract with a 30-minute paid break daily, to be taken on site unless agreed otherwise.

### Working at The Highlanders' Museum

THM has 6 permanent members of staff and a dedicated team of around 20 volunteers. The museum is located within original Georgian buildings in the heart of Fort George, about 12 miles from Inverness. We have spectacular views of the Moray Firth, but the age of the buildings mean that it can be a bit draughty at times, and that only parts of our buildings are accessible. Public transport access to the Fort is very limited. THM is a Real Living Wage employer.

Benefits include free access to an Employee Assistance Phoneline (EAP), company pension scheme, a company sick pay scheme, flexible working arrangements, free car parking, a staff discount in THM shop, discount at the HES shop and cafe, childcare vouchers, institutional membership to sector organisations, and access to free online learning.

### Accountabilities and Responsibilities

Welcoming visitors and providing excellent customer service for all, starting with a warm and friendly greeting for all visitors and contractors. Dealing with face to face, telephone and email enquiries from visitors and company employees. Responsibility for company security procedures in respect of visitors. Reports to: Visitor Services Team Leader.

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- Providing information about the museum including where to go, new exhibitions and children's activities.
- Be responsible for the safety and security of the museum and all visitors when Duty Person.
- Reception services for The Highlanders' Museum both in person and on the telephone.
- Retail sales in the gift shop.

- General retail administration including the cash reconciliation at the end of the day.
- Keeping the gift shop restocked and well presented; moving stock with some heavy lifting required.
- Ensuring all public areas including reception, shop area & meeting areas are kept clean and tidy.
- Monitor museum public spaces, respond to visitor questions, and ensure museum is always well presented.
- Be knowledgeable of and actively promote THM's membership programme, exhibitions, and events.
- Assist with special events as needed.
- Any other duties commensurate with the role.

#### Person Specification

Skills and Experience	Essential	Desirable
Outgoing, upbeat personality and enjoys interacting with the public	x	
Customer focused (i.e. going the extra mile in customer service)	x	
Good communication skills (Verbal & written)	x	
Excellent IT skills including Microsoft Office	x	
Experience of teamworking and an ability to work on own initiative	x	
Comfortable and confident speaking in front of large groups	x	
Organisational skills and attention to detail (i.e. noticing inconsistencies)	x	
Good time management (i.e. planning your day)	x	
Good numeracy skills	x	
Critical analytical skills and ability to think on one's feet	x	
Ability to follow instructions	x	
Ability to work under pressure (i.e. Busy days, emergency situations)	x	
Trustworthiness	x	
Ability to anticipate the likely outcomes from any given situation		x
Experience of working for/with a small charity		x
Cash handling experience		x
Experience of learning new software quickly		x
Interest in Scottish history		x
Any other languages (i.e. Makaton, BSL, French, German)		x

#### Application Process

- Candidates will be assessed against all the criteria in the Person Specification during shortlisting and at interview.
- If you have any questions about the role, please email Caz Young at: [FOHManager@thehighlandersmuseum.com](mailto:FOHManager@thehighlandersmuseum.com)
- To apply for this job, please submit a CV and cover letter to Caz Young at: [FOHManager@thehighlandersmuseum.com](mailto:FOHManager@thehighlandersmuseum.com) by 10 am on 29 May 2023.
- Interviews are expected to take place on 31 May 2023, these can either be in-person or via Zoom.
- We will require two references from the successful candidate, to be sought after the provisional job offer has been made.