

Recruitment Pack for

Front of House Assistant

Dear Applicant

Post: Front of House Assistant
Closing Date: Friday 4 February 2022 at 17:00

Thank you for the interest you have shown in our Front of House Assistant posts.

As the new visitor season approaches, it is an exciting time to join Live Borders and our Museums and Galleries service. We have a number of Front of House Assistant vacancies available when applying please remember to specify the job reference number you would like to be considered for.

- **Job ref: 0637 - Jim Clark Motorsport Museum. DUNS (x2 posts – 30 weeks per year)**
April to October - 8 hours per week
(Proposed shift patterns involve working 4 hours on a Tuesday and 4 hours on either Friday or Saturday)
- **Job ref:0638 - Hawick Museum (x2 posts – 44 weeks per year)**
March and November - 4.75 hours per week, April to October 8.45 hours per week
(Shifts will involve working on Monday or Wednesday and one weekend (Saturday and Sunday) every four weeks)
- **Job ref: 0639 – Jedburgh Castle Jail (x2 posts 34 weeks per year)**
April to October – post 1: 11.25 hours per week
Post 2: 8 hours per week
(Shifts are worked in half days (mornings or afternoons) with regular weekend working (expect 2-3 weekend shifts per month))
- **Job ref: 0640 – Mary Queen of Scots Visitor Centre, JEDBURGH (x2 posts 44 weeks per year)**
March and November – 8.25, April to October 9.75 hours per week
(Shifts are either Thursday, Saturday and Sunday every fortnight (one week on and one week off) or Friday/Saturday/Sunday every fortnight (one week on and one week off))

This recruitment pack will give you the following information to assist you in your application:

- Introduction to Live Borders
- Our Strategic Vision
- Our Service
- Job Description and Person Specification
- Conditions of Employment

More information can be found on our website www.liveborders.org.uk

If you would like to apply for this post, you will find an Application Form & Guidance along with an Equal Opportunities Monitoring Form on our website at <https://www.liveborders.org.uk/jobs/> . Please complete both and return to recruitment@liveborders.org.uk

The anticipated timeline for the recruitment process is outlined below:

Closing Date: Friday 4 February 2022 at 17:00
Interviews: Week commencing 14 February 2022

The selection process can include different forms of assessment along with a formal interview. You will be advised of this if your application is successful.

If you have a disability and need assistance in completing your application form, please contact our People team recruitment@liveborders.org.uk to discuss your needs or request a call back.

We look forward to receiving your completed application.

Introduction to Live Borders

Live Borders is the sport, leisure and culture trust for the Scottish Borders –we are a charity. Our aim is for everyone living, working and visiting the Borders to be **healthier, happier and stronger**.

Live Borders is governed and led by a Board of 15 Trustees who set the strategic direction and monitors performance of the organisation.

Our Strategic Vision

Vision: Everyone living in, working in, and visiting the Borders to be healthier, happier and stronger.

Mission: We use our energy, enthusiasm and knowledge to support more people to experience more, learn more, and move more.

Strategic Goals:

- Expand levels of participation
- Grow our earned income
- Develop plural funding streams
- Build on our reputation for great customer service
- Be a sustainable charity
- Nurture our people.

Our Aims and Values

At the heart of Live Borders is our commitment to improve lives through physical activity, sport and culture. We use our energy, enthusiasm and knowledge to support people to experience more, learn more and move more.

Our Values underpin all that we do: [Live Borders Values](#)

Every penny spent with us is reinvested into supporting active, creative and healthy communities.

The executive team, made up of our CEO and 3 Directors, provide the strategic lead on the management and development of Live Borders to ensure we are a sustainable, dynamic and flexible organisation fit for the future and that meets our stated outcomes.

As we re-emerge from the challenges of Covid 19 and a lockdown which has seen Live Borders unable to deliver any of its services to customers we are now entering a period of recruitment to meet our new ways of working and our ever expanding programmes of activity. Here are some of the ways in which the way we do things are different:

<https://www.liveborders.org.uk/what-to-expect-getting-you-back-safely/>

Museums, Galleries and Archives

Museums and Galleries

Live Borders manages 11 museums and galleries and their collections, including a programme of temporary exhibitions and associated educational, learning opportunities and events.

The museums are individually unique – due to the historically important buildings they occupy or by virtue of the collections on display and in store. The museums are inextricably linked to their communities and represent centuries of innovation, creativity, history and achievement.

Museums and Galleries	Town
Borders Textile Towerhouse	Hawick
Coldstream Museum	Coldstream
Duns Exhibition Room	Duns
Halliwell's House Museum	Selkirk
Hawick Museum	Hawick
Jim Clark Motorsport Museum	Duns
Jedburgh Castle Jail and Museum	Jedburgh
Mary Queens of Scots' Visitor Centre	Jedburgh
Old Gala House	Galashiels
Sir Walter Scott's Courtroom	Selkirk
St Ronan's Wells Visitor Centre	Innerleithen
Tweeddale Museum and Gallery	Peebles

Our Museums tell the story of the Borders people from the earliest times to the present day; from Borders Reivers to Coldstream Guards. Four of the museums house art galleries which host a wide and varied programme of contemporary visual art and craft exhibitions. Apart from Jim Clark Motorsport Museum in Duns, which has an admission charge, all our museums are free but rely on donations to support their running costs and development.

Archives - Heritage Hub, Hawick

The Heritage Hub is the home of the Scottish Borders Archive and Local History Service. It cares for a wide range of archive documents and local history publications from the four historic counties of Berwickshire, Peeblesshire, Roxburghshire and Selkirkshire.

The Heritage Hub is a ScotlandsPeople Centre.

You can have unlimited access to one of the world's best online sources of original family history information. There are almost 100 million records to look through for Scottish ancestry research, with census, wills, statutory birth, marriage and death, Old Parish and Roman Catholic records and a growing series of Valuation Rolls.

Front of House Team

Our Front of House teams are integral to our successful Museums and Galleries, we want every visitor to be greeted with a warm welcome to our venues and experience a level of customer care which is second to none. We are looking for confident people who are customer focused with a friendly, approachable manner as well as an eye for detail and ability to maximise income through sales and donations.

Our teams throughout our Museums and Galleries are small and friendly, working together throughout the season to provide that welcoming environment that all our visitors enjoy.

We're always looking for those confident, smiley people who can bring alive our museums and galleries for visitors with their customer focus, local knowledge and passion for history.

Jedburgh Castle Jail & Museum, infamous in the days of old for its harsh conditions and punishments is now a busy visitor attraction, famed for being one of the most haunted places in Scotland. Children can have fun with our hands on displays and it is a popular family attraction. Our Front of House Team also host our popular ghost hunting nights at weekends throughout the season.

Mary Queen of Scots' Visitor Centre, is a much visited attraction dedicated to telling the story of Scotland's famous and tragic queen. Set in the heart of historic Jedburgh, this 16th century towerhouse is a four star visitor attraction popular with visitors to the area. Mary spent a month in Jedburgh in 1566, which would mark a turning point in her life, and the beginning of the troubles that led to her death.

At Jim Clark Motorsport Museum in Duns visitors discover the story of Jim Clark's life and racing career in an exciting, interactive museum experience. We are looking for dynamic, driven and confident people to join the team at this our first 5 star museum which opened in July 2019.

Hawick Museum, discover a town's treasures in an historic house set in the award winning Wilton Lodge Park. This 18th century mansion became home to the town's museum in 1910. It is the oldest museum in the Scottish Borders and a Visit Scotland 4 star attraction. The objects and works of art are not just about Hawick but are a window on the world with displays about Ancient Egypt, Nature and local bygones. The War Room tells the story of Hawick's people in Britain's wars. The Jimmie Guthrie and Steve Hislop exhibitions showcase the lives and achievements of Hawick's two tragic motorbike champions, making the museum a magnet for motorcyclists. Temporary galleries mean there is always something new to see.

Job Description

Job Purpose:

To take an active role with the day to day running of the venue. Including running reception desk, gift shop, room bookings and display area operations. Key function is to provide first class services to the visiting public.

Responsibilities:

1. Provide a first class visitor experience at all times and act as a role model for excellent customer service.
2. Undertake reception duties, (e.g. admission of members of the public, dealing with enquiries, process bookings and retail sales using electronic systems, issuing customer research paperwork, maintain and monitor electronic records, etc.).
3. Work in the attraction shop/retail area, actively selling merchandise, merchandising, restocking and rotating stock as well as ensuring general up keep of the area.
4. In line with legal and operational guidelines, process cash and card transactions, bank income and complete daily and weekly income records.
5. Proactively encourage visitors to make a donation to support their visit, actively upselling benefits of contributing through donations.
6. Actively and accurately deliver visitor information on the attraction, other Live Borders facilities and the wider visitor/heritage economy of the Borders and beyond using a range of resources including on site materials and digital facilities.
7. Dealing with general enquiries and relaying these to relevant staff where appropriate, recording data relating to offers of prospective loans or donations received from the public.
8. Assist with the proper security of the venue, including key holding duties.
9. Follow daily cleaning and housekeeping tasks associated with maintaining an excellent customer service experience, including but not limited to; emptying waste bins, dusting, glass cleaning and vacuuming, customer toilet checks throughout the day, welcome area outside building is clean and well presented. This work will involve some handling and lifting abilities and use of standard cleaning equipment.
10. Liaising with the Assistant Curator/Supervisor regarding matters relating to the museum, displays, collections and facilities as per agreed procedures. Ensure that museum displays are fit for purpose i.e supplies of hands-on material are adequate, electronic equipment is in working order, displays/interpretation are in place.
11. Assist at events including, private views, education activities and group visits.
12. Undertaking minor maintenance/repairs as directed to the displays, fixtures and fittings, including replacing light bulbs (where possible), monitoring environmental conditions (where appropriate) and ensuring that all matters of significance are recorded appropriately and reported to Assistant Curator/Supervisor for attention.

13. Undertake occasional work on the museum collections as directed including; compiling and checking paper records, museum paperwork duties, data collation and input, answering enquiries and re-packing boxes of museum objects as per established procedures.
14. Build and maintain good working relationships with colleagues within the organisation
15. Comply with, and ensure compliance with, all Live Borders policies and procedures
16. Ensure services meet Health and Safety standards established by Live Borders
17. As an employee you must take reasonable care for the health and safety of yourself, other employees and anyone else who may be affected by your work activities carried out. Employees shall work in accordance with policies, procedures, information, instructions and / or training received.
18. This job description is indicative of the nature and level of responsibility associated with the job. It is not exhaustive and there may be a requirement to undertake your duties in another Live Borders venue to meet requirements of the Service or Live Borders.

Other details:

Staff may be required to work out of hours and weekends.

Lone working

Person Specification

EDUCATION			
Essential	Assessed by	Desirable	Assessed by
A good all round standard of education	A	Recognised Customer Care Certificate	A/Int
EXPERIENCE			
Essential	Assessed by	Desirable	Assessed by
Minimum 1 years' experience of working with people as customers	A	Reception/ Front of house work in a tourism business	A/Int
Experience of cash handling	A	Sales/ retail experience	A/Int
Team working	A/Ref	Keyholding and setting security alarm systems	A/Int
		Computerized booking, use of EPOS systems	A/Int
		Foreign language skills	A/Int
SKILLS AND KNOWLEDGE			
Essential	Assessed by	Desirable	Assessed by
Excellent verbal and written communication skills	A/ Int	Knowledge of local area and interest in museums, local history and heritage	Int
Numeracy skills	A/Int	IT proficient	Int/T
PERSONAL ATTRIBUTES			
Essential	Assessed by	Desirable	Assessed by
Willingness to carry out lone working and to comply with a lone working telephone call in system	Int		
Ability to work to direction of the Supervisor/Assistant Curator	Int		
Good timekeeping	App/Int/Ref		
Ability to contribute confidently in a variety of team settings and work with a wide variety of people and organisations	Int		

KEY

A - Application

Int – Interview

Ref– Reference

T - Test

Summary of conditions of service

Location:	Various locations as per above (colleagues may be required to work at any Live Borders site during their career with us).
Hours of Work:	Various hours per week available, worked as agreed with line manager
Payment Method:	Paid monthly on the last banking day of each month.
Annual Leave:	Up to 2 years' service = 30 days (pro-rata for part time) Increases by an extra day after completion of two years' service by commencement of the leave year. An additional day accrued for each completed year of service up to max of 5 additional days.
Public Holidays:	4 designated public holidays per year (pro-rata for part time)
Notice Period:	4 weeks, as detailed in any offer of employment
Pension:	Option to join Group Personal Pension; employee contribution from 5% with the option to join the Local Government Pension Scheme after 5 years' service.
Equal Opportunities:	Live Borders is an Equal Opportunities Employer and considers applicants on their suitability for the post regardless of sex, race, religion, disability or sexual orientation.
Sickness Allowance:	Employees with less than 6 months' service get Statutory Sick Pay (SSP) only. Occupational Sick Pay is available to employees with more than 6 months' service (when the sickness commences) and starts from 5 weeks' full pay/ 5 weeks half pay and increases to a maximum of 26 weeks' full pay/ 26 weeks half pay after 5 years' service.
Presentation:	Live Borders has strict standards of presentation; which staff are required to comply with. Uniforms are provided for the majority of posts where provided these must be kept clean and well presented. Where a uniform is not provided appropriate business dress is expected.
Other Benefits:	Free access to all our sports facilities Cycle To Work Scheme Access to ASVA Westfield Healthy Extras

Please note that this is a summary of Live Borders conditions of service. If you are successful at interview and are offered employment, the specific conditions that apply to you will be detailed in your contract.

Information for all Job Applicants

Evidence of Right to Work in the United Kingdom

As a result of the Asylum and Immigration Act 1996, Live Borders requires every employee to provide evidence of eligibility to work in the UK. This will be required from the successful candidate prior to the appointment being made. Please do not send documentation at this stage. There are a number of specified documents which you could provide, some of which are listed below. Only one is required:

- A passport describing the holder as a British Citizen
- A passport containing a Certificate of Entitlement issued by, or on behalf of the Government of the United Kingdom, certifying that the holder has the right of abode in the UK.
- A passport or national identity card issued by a State which is a party to the European Area Agreement and which described the holder as a national of that state.
- A registration card which indicates that the holder is entitled to take employment in the UK
- A birth certificate issued in the United Kingdom or in the Republic of Ireland, with documentary evidence of their National Insurance Number.
- A certificate of registration or naturalisation as a British citizen, with documentary evidence of the National Insurance Number.

Disclosure Scotland

The successful candidate will be subject to a Disclosure Scotland Basic check, if this is a requirement of the post.

Live Borders

For more information about Live Borders please visit our website
www.liveborders.org.uk

Please contact our People Team on 01896 661 166 if you require any other information about working for Live Borders