

Recruitment Pack for

VISITOR OFFICER

The Great Tapestry of Scotland

Dear Applicant

Post: Visitor Officer (Great Tapestry of Scotland)
Closing Date: Thursday 03 February 2022
JOB REF No: 0625
SALARY: Grade 1 (£18,695 per annum or £9.69 per hour)

Thank you for the interest you have shown in our Visitor Officer posts within our team which will be based at The Great Tapestry of Scotland in Galashiels.

The following information provides you with details about our organisation to assist you with your application. More information can be found on our website www.liveborders.org.uk

- Introduction to Live Borders
- Our Strategic Vision
- The Great Tapestry of Scotland
- Job Description and Person Specification
- Conditions of Employment

If you would like to apply for this post, you will find an Application Form & Guidance along with an Equal Opportunities Monitoring Form. Please complete both and return to recruitment@liveborders.org.uk

The anticipated timeline for the recruitment process is outlined below:

Closing Date: 03 February 2022

Interviews: Dates tbc

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 – this means 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.

Live Borders are proud to have been selected to exhibit and look after The Great Tapestry of Scotland in Galashiels.

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/>

The Great Tapestry of Scotland

The Great Tapestry of Scotland tells the inspirational true story of the country's history, heritage and culture (from 8500 BC to present day). It was hand stitched by over 1000 people in communities across Scotland and transported by land, sea and air to come together.

It is made up of 160 panels of Scottish linen and 300 miles of wool (enough to lay the entire length of Scotland from the Border with England to the tip of the Shetland in the North Atlantic).

Carefully and methodically handcrafted, it's a remarkable achievement of great skill and determination, bringing people across Scotland together to celebrate the wonderful embroidery skills passed down through generations and create a visual record of their history.

The brand new purpose built national gallery and visitor centre housing the Tapestry will open in Galashiels in the heart of the UK's premier textile region in 2021. It will celebrate the creative talents of the stitchers and tell the people's story of Scotland – from Mary Queen of Scots, Robert the Bruce, Robert Burns and Sir Walter Scott to rugby, football, movies and music.

In addition to showcasing the beautiful Tapestry and telling the story of Scotland through interactive displays and audio guides, there will be nationally significant changing exhibitions and education activities, workshops and events where people can meet the makers, a gift shop, and a café serving seasonal and local produce.

The Great Tapestry of Scotland will be a must visit, significant and sustainable, high quality visitor experience that will bring new and repeat visits to the area and support other tourist related business, particularly in the Borders. We have a requirement for a number of Visitor Officers to join the team, providing a flawless first class service and world-class welcome to visitors. There are a number of posts available with various hours available up to 37.5 per week.

Below is an example of how we anticipate our staffing roster to look (this may change but gives an indication of how it might look). We will be open from 9am to 5pm, five days a week.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hrs
09.00-17.00	09.00-17.00	09.00-17.00	09.00-17.00	09.00-17.00			37.5
		09.00-17.00	09.00-17.00	09.00-17.00	09.00-17.00	09.00-17.00	37.5
09.00-17.00	09.00-17.00				09.00-17.00	09.00-17.00	30
09.30-17.00	09.30-17.00	09.30-17.00	09.30-17.00	09.30-17.00			35
		09.30-17.00	09.30-17.00	09.30-17.00	09.30-17.00	09.30-17.00	35
09.30-15.30	09.30-15.30				09.30-17.00	09.30-17.00	27
09.30-15.30	09.30-15.30	09.30-15.30	09.30-15.30	09.30-15.30			30
					09.30-15.30	09.30-15.30	12
11.00-17.30	11.00-17.30	11.00-17.30	11.00-17.30	11.00-17.30			32.5
					11.00-17.30	11.00-17.30	13

JOB DESCRIPTION

Post:	Visitor Officer
Directorate:	Commercial Services
Reporting to:	Centre Manager

Job Purpose:

Take an active role in the day to day operation in all aspects of the venue (front desk, galleries, café and gift shop), working as part of a team to ensure successful delivery of services to the public.

Below is a range of tasks you will be required to perform in the role. You will be trained on all aspects, with rotation of duties managed through the staff rota.

Duties include:

1. To champion a world class visitor experience at all times and act as a role model for exceptional service.
2. Undertake reception duties, (eg admission of members of the public, dealing with enquiries, process bookings, dealing with retail sales, maintain and monitor records, etc)
1. Work in the Visitor Centre shop actively upselling products, re-stocking shelves and ensuring general up keep of the area.
2. Work in the visitor centre café preparing and serving light meals, snacks, hot and cold beverages.
3. Control stock rotation and manage stock levels in café
4. Manage stock inventory for retail and visitor materials.
5. To proactively encourage donations, take every opportunity to upsell events, café and shop facilities, including corporate events and group bookings.
6. Accurately deliver GTOS Visitor Centre and local visitor information using a range of resources including, on site materials and digital tools.
7. Follow daily cleaning and housekeeping tasks associated with maintaining an excellent customer service experience, including but not limited to; clearing tables and disposing of food waste, washing up, cleaning of equipment, stores, customer toilet checks throughout the day, stairwell and lift clean and clear of any debris, welcome area outside building is clean as well as all public facing areas of the visitor centre.
8. Assist with development of profitable retail operations and excellent customer service.
9. Assist with the proper security of the venue, including key holding duties.
10. In line with legal and operational guidelines, process cash, cheque and card transactions, bank income and complete daily and weekly income records
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 the Centre Manager for attention
13. Build and maintain good working relationships with colleagues within the organisation
14. Comply with, and ensure compliance with, all Live Borders policies and procedures
15. Ensure services meet Health and Safety standards established by Live Borders
16. As an employee you must take reasonable care for 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

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 such other duties as required.

Other details:

Requirement to work out of hours on occasion

Postholder will work 5 days from 7 to suit the requirements of the business

Requirement for PVG/Disclosure check – None.

PERSON SPECIFICATION

EDUCATION			
Essential	Key	Desirable	Key
A good all round standard of education	App/ Int	Recognised Customer Care Certificate	App/ Int
EXPERIENCE			
Essential	Key	Desirable	Key
Minimum 1 years' experience of working with general public	App/ Int	Reception/ Front of House work in a tourism business	App/ Int
Experience cash handling	App/ Int	Sales/ retail experience	App/ Int
Team working	Int /Ref	Keyholding and setting security alarm systems	App/ Int
		Foreign language skills	App/ Int
SKILLS AND KNOWLEDGE			
Essential	Key	Desirable	Key
Excellent communication and interpersonal skills	App/ Int	Knowledge of local areas and interest in museums, local history and heritage	Int
Numeracy skills	Int	IT proficient	App/ Int
Ability to work to direction of the Centre Manager	Int		
Good timekeeping	Int/ Ref		
Ability to contribute confidently in a variety of team settings and work with a wide variety of people and organisations	App/ Int		

Assessed by:

App. = Application

Int. = Interview

Ref. = References

T. = Interview Test

SUMMARY OF CONDITIONS OF SERVICE

Location:	The Great Tapestry of Scotland (colleagues may be required to work at any Live Borders site during their career with us).
Hours of Work:	Up to 24 hours per week, 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 Healthy Extras – includes retail discounts and access to health and wellbeing services



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:

1. A passport describing the holder as a British Citizen
2. 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.
3. 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.
4. A registration card which indicates that the holder is entitled to take employment in the UK
5. A birth certificate issued in the United Kingdom or in the Republic of Ireland, with documentary evidence of their National Insurance Number.
6. 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 Protecting Vulnerable Group registration to become a member of the Disclosure Scotland PVG Scheme, if this is a requirement of the post. The cost of this registration will be met by Live Borders.

Live Borders

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

Please contact our People Team on recruitment@liveborders.org.uk if you require any other information about working for Live Borders.