

**Recruitment Pack for**

# **Front of House Assistant**

Dear Applicant

**Post:** **Casual Front of House Museum Assistant (Seasonal)**  
**Closing Date:** **Thursday 30<sup>th</sup> June 2022 at 17:00**  
**Interviews:** **TBC**

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

This is an exciting time to join Live Borders and our Museums and Galleries service. We have the following Front of House Assistant vacancies available.

- Coldstream Museum

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

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](mailto:recruitment@liveborders.org.uk)

## 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 maximize 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.

## 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

<b>EDUCATION</b>			
<b>Essential</b>	<b>Assessed by</b>	<b>Desirable</b>	<b>Assessed by</b>
A good all round standard of education	A	Recognised Customer Care Certificate	A/Int
<b>EXPERIENCE</b>			
<b>Essential</b>	<b>Assessed by</b>	<b>Desirable</b>	<b>Assessed by</b>
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
<b>SKILLS AND KNOWLEDGE</b>			
<b>Essential</b>	<b>Assessed by</b>	<b>Desirable</b>	<b>Assessed by</b>
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
<b>PERSONAL ATTRIBUTES</b>			
<b>Essential</b>	<b>Assessed by</b>	<b>Desirable</b>	<b>Assessed by</b>
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:	Coldstream
Hours of Work:	<b>Various</b> hours per week available, worked as agreed with line manager
Rate of Pay:	£9.90 per hour
Payment Method:	Paid monthly on the last banking day of each month.
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.
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](http://www.liveborders.org.uk)

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