



Recruitment Pack for

Casual Front of House Assistant

Location: **Jedburgh Castle Jail and Mary Queen of Scots Visitor Centre**

Closing Date: **Friday 16th May 2025**

Job Ref No: **0832**

Salary: **Grade 1 £12.60 - £13.07**
£24,308.97 - £25,215.74

This pack includes details about our organisation to assist you with your application:

- Introduction to Live Borders
- Our Strategic Vision
- Our Values
- 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, all you need to do is click [here!](#)

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 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 new funding streams
- Build on our reputation for great customer service
- Create a sustainable charity
- Nurture our people to be proud of what they do

Our 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 led by the CEO 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.

Live Borders are proud to be one of the largest accredited Living Wage employers in the Scottish Borders.



JOB DESCRIPTION AND PERSON SPECIFICATION

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:

- Provide a first class visitor experience at all times and act as a role model for excellent customer service.
- 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.).
- 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.
- In line with legal and operational guidelines, process cash and card transactions, bank income and complete daily and weekly income records.
- Proactively encourage visitors to make a donation to support their visit, actively upselling benefits of contributing through donations.
- 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.
- 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.
- Assist with the proper security of the venue, including key holding duties.
- 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.
- 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.
- Assist at events including, private views, education activities and group visits.
- 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.

- 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.
- Build and maintain good working relationships with colleagues within the organisation
- Comply with, and ensure compliance with, all Live Borders policies and procedures
- Ensure services meet Health and Safety standards established by Live Borders
- 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.
- 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.

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		

Assessed by:

App. = Application

Int. = Interview

Ref. = References

T. = Interview Test

SUMMARY OF CONDITIONS OF SERVICE

Location:	Jedburgh Castle Jail and Mary Queen of Scots Visitor Centre (colleagues may be required to work at any Live Borders site during their career with us).
Hours of Work:	Hours per week will be 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 list 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 hold 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 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.