LIVE BORDERS

RECRUITMENT PACK

Museum Assistants

(Seasonal)

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ABOUT LIVE BORDERS

Live Borders is a forward-looking charitable trust at the heart of the Scottish Borders, delivering active, creative, heritage, life-long learning and community services that make a real difference to people's lives.

We exist to help communities thrive - physically, creatively and socially. Every day, our teams support people to be active, curious and connected, whether that's through sport and fitness, libraries and learning, arts and heritage, museums, events or community programmes.

Since our establishment in 2016, Live Borders has brought together sport, leisure, culture and learning services into one organisation with a shared purpose: to improve wellbeing, reduce inequality and strengthen communities across one of Scotland's most distinctive regions.

A PLACE-BASED ORGANISATION DELIVERING SOCIAL IMPACT

The Scottish Borders is a unique place - rural, diverse and deeply connected to its communities. Live Borders reflects that. We deliver services across towns, villages and rural communities, reaching people of all ages and backgrounds.

Each year, we support more than a million visits to our sport and leisure facilities and hundreds of thousands of visits to our cultural venues and services. But our ambition goes beyond numbers. We want to ensure that what we offer is relevant, inclusive and responsive to the changing needs of the communities we serve.

We reinvest every penny we generate back into services and communities, ensuring public value and social impact sits at the heart of everything we do.

A TIME OF OPPORTUNITY AND CHANGE

Live Borders is on an exciting journey. With new leadership and a clear focus on impact, we are strengthening how we engage with communities, partners and stakeholders, and how we tell our story.

This is a place for people who want to make a difference - who are motivated by purpose, but also excited by change, improvement and innovation.

A MESSAGE FROM OUR CHIEF EXECUTIVE

Thank you for your interest in joining Live Borders.

Live Borders plays a vital role in the life of the Scottish Borders. Every day, our teams support people to be active, creative, curious and connected, through active living, creativity, culture and heritage, learning and community services. The impact of this work is felt across our communities, and it matters deeply.

We are a values-led organisation with a strong sense of purpose, and we are also one that is evolving, responding to the changing needs of our communities, the challenges facing the public and third sectors, and the opportunities ahead of us. This is a moment to be ambitious, thoughtful and bold about how we deliver our services and how we engage with the people we serve.

Everyone who works at Live Borders plays a part in our success. We are looking for people who care about people and place, who bring ideas, enthusiasm and commitment, and who want to do work that makes a positive difference. Whether your role is frontline, operational, specialist or strategic, you will be supported to contribute, grow and do your best work.

At Live Borders, we value openness, inclusion and teamwork. We believe that empowered people deliver the best services, and we are committed to creating an environment where our teams can grow, develop and do their best work.

If you are motivated by purpose, excited by change and keen to be part of an organisation rooted in community and impact, I encourage you to consider joining us.

I look forward to welcoming you to Live Borders.

Catriona McAllister
Chief Executive
Live Borders

THE ROLE

Hours: 17.25 between April and October/9 in November (Seasonal)

Location: Hawick Museum

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

We are looking for a motivated and friendly individual to join our Front of House team at Hawick Museum, located in the heart of Wilton Lodge Park. The successful candidate will play a key role in delivering a great visitor experience at this the town of Hawick's museum.

Regular shift pattern on a rota basis - Thursday, Friday and every second weekend (Saturday and Sunday)

About the Role

You will be customer-focused, with a warm and approachable manner and a keen eye for detail. As part of our Front of House team, you will ensure that every visitor receives an excellent standard of service.

KEY RESPONSIBILITIES

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.

KNOWLEDGE & EXPERIENCE

EDUCATION

Essential	Assessed	Desirable	Assessed
A good all-round standard of education	A	Recognised Customer Care C ertificate	A/Int

EXPERIENCE

Essential	Assessed	Desirable	Assessed
Minimum 1 years' experience of working with people as customers	A	Reception/ Front of housework 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	Desirable	Assessed
Excellent verbal and written communic ation skills	A/ Int	Knowledge of local area and in terest in museums, local histor y and heritage	Int
Numeracy skills	A/Int	IT proficient	Int/T

Personal Attributes

Essential	Assessed	Desirable	Assessed
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

App – Application; **Int** – Interview; **Ref** – Reference; **Test** – Test

OTHER DETAILS

- Undertake any other reasonable duties which may be requested by Live Borders
- Requirement to work out with normal hours (evenings/weekends): Occasional, by arrangement
- Full UK Driving Licence and access to vehicle essential.
- Live Borders offers a flexible working environment, with a hybrid approach.

PACKAGES & BENEFITS

Pension: Starts with a 5% company contribution into an Aviva scheme, increased to 10% after 2 years service. After 5 years service, you can join the Local Government Pension Scheme (current company contribution is 17%)

Holidays: Starts at 30 days of annual leave plus 4 public holidays (for Christmas and New Year). Increases with service up to a maximum of 35 days after 6 years' service.

Free membership at our Gyms & Swimming Pools

Free entry to our Attractions (e.g. The Great Tapestry of Scotland, The Jim Clark Motorsport Museum)

Death in Service benefit of 3 times salary

ASVA membership: We are a corporate member which means staff can get free access to other member attractions, including Edinburgh Zoo and Historic Scotland sites.

Cyclescheme: Saves the employee tax and NI contributions on the purchase of a new bike and accessories

Help@Hand: Employee assistance programme which includes a variety of services including a 24 Hour advice and information line with support including -

- Counselling and legal information
- Financial Support
- Remote GPs: where employees can arrange a call back from a practising UK GP 24/7
- Savings and discounts - access savings and rewards across a variety of big brands

NEXT STEPS

If you would like more information or an informal chat about the role, please contact Shona Sinclair ssinclair@liveborders1.org.uk

If you would like to apply for this post, head to https://liveborders.bamboohr.com/careers

Hours:	17.25 between April and October/9 in November (Seasonal)
Location:	Hawick Museum
Salary:	Grade 1 £12.60 - £13.07 (£24,308.97 - £25,215.74
Closing Date:	Sunday 16th March 2026

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.

We look forward to receiving your completed application.