



RECRUITMENT PACK

Customer Experience Assistant





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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: 25 per week

Location: Heart of Hawick

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

Job Purpose:

The Customer Experience Assistant will act as the first point of contact for customers across all our facilities and services, promoting a friendly, clean and welcoming environment and ensuring an excellent customer experience.

KEY RESPONSIBILITIES

Responsibilities:

Ensure the Customer Experience is of the highest standard so that the reputation of the service is enhanced and sales targets are achieved.

Meet and provide an excellent welcome for visitors to the venue.

Accurately deliver local visitor information using a range of resources including, on site materials and digital tools.

Collect and record sale data.

Promote personally and collectively the ethos of complete customer care in all areas of the service within and out with the venue.



Carry out ticketing and retail sales to the public (operating computerized till and ticket booking system), accurately follow cash handling, cashing up and reconciliation procedures.

Maintain health and safety and hygiene in all areas and to assist in the event of an emergency.

Display, prepare and serve food/beverages.

Follow all alcohol sales procedures.

Ensure quality and offering of service is maintained.

Control stock rotation and manage stock levels.

Adhere to Environmental Health standards, recording temperatures, personal hygiene, cleanliness of work area/customer areas and bar.

Follow daily cleaning and housekeeping tasks associated with maintaining an excellent customer service experience, including but not limited to; clearing tables and disposing of waste food, washing up, cleaning of equipment and stores.

Any other duties as specified by Supervisor or Manager.

Other details:

Requirement to work out of hours or weekends – regular evening and weekend work will be required.

Any training required will be provided.



EDUCATION

Essential	Assessed	Desirable	Assessed
Good standard of education	A		

EXPERIENCE

Essential	Assessed	Desirable	Assessed
Experience in a customer service role	A/ I	Experience of cash handling	A/ I
Experience in a food service role	A/ I	Customer Service Experience	A/ I

SKILLS AND KNOWLEDGE

Essential	Assessed	Desirable	Assessed
Communication skills	I/ R	Verbal and numerical skills	I
Ability to use initiative	I/ R		
Problem solving			



PERSONAL ATTRIBUTES

Essential	Assessed	Desirable	Assessed
Warm, friendly and personable	A / I / R		

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)



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 Lauren Beattie lauren.beattie@liveborders1.org.uk

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

Hours: 25 per week

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Salary: Grade 1 £12.60 - £13.07
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Closing Date: Monday 23rd 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.