



RECRUITMENT PACK

Museum Assistant (Costumed
Tour Guide/Escape Room
Operator)





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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: Flexible shifts across 7 days (including evenings and weekends) Part-time hours available approx. 8 - 24hrs per week

Location: Jedburgh Castle Jail & Museum

Salary: Grade 1 £13.45 - £13.78
(£25,948.82 - £26,585.48)

Job Description

We are seeking enthusiastic, confident and engaging individuals to join our Museum Assistant team. This is a great chance to:

- Develop skills in storytelling and visitor engagement
- Be part of an exciting new Live Borders project
- Take on flexible additional hours (August–November)

As part of the Museum Assistant team, you will play a key role in delivering new immersive visitor experiences, including costumed guided tours and an interactive Escape Room.

You will engage visitors through storytelling and excellent customer service, ensuring every guest has a memorable and enjoyable experience.



What You'll Do

- Lead immersive guided tours in costume
- Host and support Escape Room experiences
- Welcome and assist visitors
- Deliver excellent customer service throughout

What We're Looking For

- Strong communication and interpersonal skills
- Confidence engaging with the public
- Willingness to work in costume
- Positive, flexible and team-focused attitude

(Full training provided, including tour guiding and Escape Room facilitation.)



KEY RESPONSIBILITIES

- Deliver engaging, one-hour costumed guided tours
- Host and support visitors through the Escape Room experience
- Provide a warm and professional welcome to all visitors
- Assist with admissions, retail, and general visitor enquiries
- Process bookings and transactions efficiently
- Maintain high standards
- Promote the attraction and encourage visitor feedback
- Support retail operations including merchandising and stock control
- Work collaboratively across all areas of the attraction
- Assist with events, private hires, and evening activities as required
- Follow all health & safety procedures



KNOWLEDGE & EXPERIENCE

EDUCATION

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

EXPERIENCE

Essential	Assessed	Desirable	Assessed
		Experience in tourism, heritage, or visitor attractions	A/Int
		Experience or interest in drama, acting, or storytelling	A/Int
		Coordinating groups of customers	A/Int
		Interest in history	A/Int
		Additional language skills	A/Int



SKILLS AND KNOWLEDGE

Essential	Assessed	Desirable	Assessed
Strong communication and interpersonal skills	A/Int		
Confidence engaging and entertaining groups	A/Int		
Confidence engaging and entertaining groups	A/Int		
Flexible and reliable with a proactive approach	A/Int		
Professional presentation and strong work ethic	A/Int		
High level of spoken English	A/Int		

KEY

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



Additional Requirements

- Work in costume
- Availability for evenings, weekends, and public holidays
- Commitment to training and personal development

Training & Development

Full training will be provided, including:

- Guided tour delivery and storytelling techniques
- Escape Room facilitation
- Customer service excellence

Key Dates

- Expressions of Interest: April/May
- Appointments: June
- Training: July
- Launch: 1 August

Please note: This job description outlines the main responsibilities of the role but is not exhaustive. Additional duties may be required as part of the role.

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>

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Closing Date: Friday 27th May 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.