



LIVE BORDERS

RECRUITMENT PACK

Relief Museum Assistant

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.

A handwritten signature in black ink, appearing to read "Cm" followed by a stylized flourish.

Catriona McAllister

Chief Executive
Live Borders

THE ROLE

Job Title	Relief Museums Assistant (Front of House)
Hour Of Work	Zero Hour Contract
Salary	Grade 1 £13.45 - £13.78 (£25,948.82– £26,585.48)
Holidays	30 days, plus 4 public holidays
Location	Jedburgh Jail and Mary Queen Scots visitor centre
Reports To	Museum Galleries Libraries & Archives Manager
Closing Date	Monday 13 th July 2026

JOB PURPOSE

To be responsible for all front-of-house and customer service duties when working at various museum/gallery sites. Tasks include- reception duties, cleaning duties, clerical duties and record keeping, customer service, answering enquiries, key-holding and call out. The post also requires processing of retail and gallery commission sales, assisting at events, meetings and private views and carrying out building safety checks and general housekeeping tasks, as directed.

KEY RESPONSIBILITIES

Service Delivery- operational duties	Carry out reception duties, being first point of contact for visitors and customers, greeting and giving excellent customer service, answering enquiries and providing information on displays, the exhibition & events programme, the building, local history, art and local heritage.
	Deliver high standards of customer care and excellent customer service.
	Process retail sales, bookings, ticket sales, credit card sales, donations, gift aid and art/craft commission sales.
	Carry out cleaning and housekeeping duties as instructed, ensure all public areas, toilets, retail spaces and access points to the building are clean and tidy and that display areas presented to high standards. Check posters, leaflets and notices are updated and refreshed regularly.
	Ensure visitors and staff are treated with courtesy and with respect for Equal Opportunities & Diversity, providing assistance to disabled customers as required. Be

<p>Service Delivery- security, Health & Safety, data protection, and development activities.</p>	<p>proactive in highlighting our charitable aims and promote all the Live Borders museums to visitors.</p>
	<p>Record all visits, bookings, enquiries and participation in activities/events-to provide accurate data on visitor numbers, group visits, etc. Collect visitor profiling information, survey results and visitor feedback. Submit weekly/monthly reports to line manager as instructed.</p>
	<p>Provide information to visitors on the building and its history, the exhibitions and collections on display and activities, talks and events. Participate in providing talks, ours, and hosting group visits. Set up rooms for activities and meetings and assist with events and private views, including welcoming guests and serving refreshments.</p>
	<p>Use IT systems, internet and applications effectively and efficiently and in line with Live Borders IT policies and data protection.</p>
	<p>(Post holder will be expected to gain competence in use of software for communications: emails, Digitickets and EPOS cash register systems,, use of Teams for participation in online meetings and the use of Sharepoint/MS office Word and Excel, for record keeping and reports.)Responsible for key holding, opening and closing of the building and setting alarms.</p>
	<p>Adhere to HR policies and procedures, Health and Safety procedures and safe working practices including fire safety and alarm tests, emergency first aid, Safeguarding/Child Protection procedures, manual handling and lifting, COSHH and weekly building checks. Report any issues to line manager as required and complete records or reports in good time.</p>
	<p>Record any maintenance requirements or supplies needs, including repairs and IT issues/outages – in order to provide such information to managers.</p>
	<p>Carry out routine maintenance, changing lightbulbs, checking safety equipment and first aid supplies, taking meter readings etc</p>
	<p>Participate in team meetings and briefings. Contribute feedback and ideas on service development, income generation opportunities, community engagement and performance improvement.</p>

	<p>Contribute actively to the development and promotion of the museum service and its activities. Work effectively with colleagues including Live Borders marketing/engagement team, Business Support team, and the curatorial & exhibition teams. Communicate to line managers regarding any necessary temporary closures at sites. Seek advice from line manager on protocols for keeping Live Borders colleagues and the public well-informed of closures etc.</p>
	<p>Assist with participation in appropriate corporate and town/regional development initiatives, as directed including partnership project work, consultation, civic events, festivals and community engagement activities approved for museum service participation.</p>
Budget Management: taking cash and credit card payments/record keeping	<p>Collect and bank museum retail income, fees & charges, donations and other income including art sales- reconciling monies with the underlying transaction records. Comply with protocols for using allocated petty cash, and cash floats- in accordance with Service directions, Trust procedures and Financial Regulations</p>
People Management	<p>Assist with induction of new staff/casual staff to ensure that team onsite is appropriately trained and supported. Assist with supervision of work experience pupils/students, /volunteers as directed.</p>
	<p>Ensure compliance with self-reporting requirements via Bamboo- for holiday requests, sickness absence notifications and updates. Follow requirements for recording of approved additional hours worked- and submitting end of month timesheets/travel claims for approval within deadlines.</p>
	<p>Ensure that self and team colleagues work effectively and maintain productive and supportive working relationships and follow organisational procedures and practice in relation to communicating within the wider library/cultural services teams and senior managers.</p>

Other details:

- This is a relief post (casual)– there are no set hours/days, and shifts will be worked by arrangement and in agreement with line manager. The role will provide sickness absence and holiday cover, and assist with weekend/evening events and activities, on occasion.

- The postholder may be asked to work at several Live Borders museum sites, to help with staff cover at short notice, subject to postholder’s availability.
- Requirement to work out of hours – on occasions, and evening/weekend work may also be required.
- Lone working will also be required, sometimes in large or complex buildings.
- Duties include key holding and attending emergency/alarm call outs.
- Driving licence and use of car: Desirable (not essential) - approved travel will be re-imbursed upon completion of a monthly travel claim. Travel from home to places of work is not re-imbursed.
- Requirement for PVG/Disclosure check – No.
- Person Specification covers further details of qualifications/competencies required for this role.

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, security/confidentiality requirements, management 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 such other duties as may be required to meet the needs of the Service or Live Borders.

SKILLS, KNOWLEDGE & EXPERIENCE

EDUCATION/QUALIFICATIONS			
Essential	Assessed By	Desirable	Assessed By
3 Standard Grades including English. (Or the equivalent level, in other/ similar educational qualifications).	App	Good all round standard of education.	App
		UK driving licence and access to a car.	App
EXPERIENCE			
Essential	Assessed By	Desirable	Assessed By
Minimum of 1 years work experience in a role working directly with customers.	App/Int	Relevant work experience in a museum, heritage or cultural setting.	App/Int
Experience of working with computers and office technology including	App/Int	Proficient in Microsoft Office (Word/Excel), and in using Email, TEAMS online, Sharepoint, Internet	App/Int

Microsoft Office software applications, for record-keeping etc.		and relevant social media APPS	
SKILLS AND KNOWLEDGE			
Essential	Assessed By	Desirable	Assessed By
Excellent communication skills (written and verbal), and interpersonal skills.	App/Int		
Confident in working with a range of customers and activity participants- including assisting with activities/outreach for library members of all ages, community groups and project partner organisations.	App/Int	Track record in assisting with delivery of a range of activities for all age groups, in a museum, heritage or cultural services setting.	App/Int
Strong teamworking skills	Int		
Willingness to carry out lone working and attend emergency alarm call-outs when required.	App/Int	Experience of being alarm call out for a property and experience in lone-working.	App/Int
Personal interest in museums, galleries and heritage.	Int	Interest in local history including knowledge of Scottish Borders and its history/heritage. Familiarity with Live Borders museums & galleries.	Int
Welcoming, friendly, inclusive and respectful attitude	Int	Evidence of Customer Care/Customer Excellence training, and/or qualification.	App/Int
Flexibility and willingness to work at a range of Live Borders museum & gallery sites including co-located service points, to meet the needs of service.	Int		

KEY **App** - Application **Int** – Interview

PACKAGES & BENEFITS

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.

For free entry to our Attractions and free membership to our Gyms and Swimming Pools you will need to show your most current payslip for any hours worked

HOW TO APPLY

If you would like more information or an informal chat about the role, please contact Manager Fiona Coltman, Museum, Libraries & Archives Manager on fcolton@liveborders1.org.uk

If you have a disability and require assistance completing your application form, please contact our People Team by email at R@liveborders.org.uk or by telephone on 01835 617049.

We look forward to receiving your completed application.

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