



LIVE BORDERS

RECRUITMENT PACK

Visitor Officer

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	Visitor Officer (Permanent)
Hour Of Work	37 hours per week
Salary	Grade £13.45 - £13.78 (£25,948.82– £26,585.48)
Holidays	30 days, plus 4 public holidays
Location	Great Tapestry of Scotland
Reports To	Visitor Attractions Operations Manager
Closing Date	Monday 10th August 2026

JOB PURPOSE

Take an active role in the day-to-day operation in all aspects of the venue (front desk, galleries, café and gift shop), working as part of a team to ensure successful delivery of services to the public.

Below is a range of tasks you will be required to perform in the role. You will be trained on all aspects, with rotation of duties managed through the staff rota.

KEY RESPONSIBILITIES

To champion a world class visitor experience at all times and act as a role model for exceptional service.

Undertake reception duties, (eg admission of members of the public, dealing with enquiries, process bookings, dealing with retail sales, maintain and monitor records, etc)

Work in the Visitor Centre shop actively upselling products, re-stocking shelves and ensuring general upkeep of the area.

Work in the visitor centre café preparing and serving light meals, snacks, hot and cold beverages.

Control stock rotation and manage stock levels in café

Manage stock inventory for retail and visitor materials.

To proactively encourage donations, take every opportunity to upsell events, café and shop facilities, including corporate events and group bookings.

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

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

the day, stairwell and lift clean and clear of any debris, welcome area outside building is clean as well as all public facing areas of the visitor centre.

Assist with development of profitable retail operations and excellent customer service.

Assist with the proper security of the venue, including key holding duties.

In line with legal and operational guidelines, process cash, cheque and card transactions, bank income and complete daily and weekly income records

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 the Centre Manager for attention

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 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 such other duties as required.

SKILLS, KNOWLEDGE & EXPERIENCE

EDUCATION

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

EXPERIENCE

Essential	Assessed	Desirable	Assessed
Minimum 1 years' experience of working with people as customers	App/ Int	Reception/ Front of housework in a tourism business	App/ Int
Experience cash handling	App/ Int	Sales/ retail experience	App/ Int
Team working	A/Ref	Keyholding and setting security alarm systems	App/ Int
		Foreign language skills	A/Int

SKILLS AND KNOWLEDGE

Essential	Assessed	Desirable	Assessed
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	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 to 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

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.

Cycle scheme: 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

HOW TO APPLY

If you would like more information or an informal chat about the role, please contact Manager Andy Pollexfen, Visitor Attractions Operations Manager on APollexfen@liveborders.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>