



Scottish Fisheries Museum

Boats, fish and folk...

Visitor Assistant(s)

Located at: Scottish Fisheries Museum
St Ayles, Harbourhead
Anstruther KY10 3AB

Responsible to: Office Manager

Background

The Scottish Fisheries Museum was founded in the old fishing port of Anstruther, at a property known as St Ayles, as a trust and charity in 1969 to preserve, record and interpret the history of the fishing industry in Scotland.

The Museum's buildings previously accommodated a chandlery business and areas were leased to fishermen for storage during the early 1900s. The Museum has expanded to occupy a number of adjacent 18th & 19th century domestic properties associated with fisher families. Most recently, the Museum has developed the former Smith and Hutton Boatyard to house most of its collection of full size fishing vessels.

The Museum holds collections of over 65,000 artefacts, 74% of which are considered to be of international, UK or Scotland-wide importance and so formally received 'Recognition of National Significance' status in 2007.

The Museum has full Accreditation status and is graded a four-star visitor attraction by VisitScotland.

Job Specification

We are currently seeking pro-active and enthusiastic part time Visitor Assistants to join our team. If you are passionate about meeting new people and delivering excellent customer service then we would like to meet you.

The Visitor Assistant role is to ensure, through providing exceptional standards of customer care and an excellent visitor experience, that all visitors are welcomed warmly, encouraged to learn about and engage with the collections and have a safe and enjoyable visit to the Museum sites. Visitor Assistants will offer our visitors a variety of products, services and information to enhance their visit. This will include, but is not limited to the sale of museum tickets, memberships and promotions and processing retail goods sales. Visitor Assistants also provide a security presence in the Museum and ensure that the Health and Safety Policy is adhered to.

This is a temporary post(s) from 1st June to 30th September, with a one month probationary period.

Main Activities and Responsibilities:

- To welcome all visitors to the Museum;
- To engage with visitors, enabling them to ask questions and enjoy gallery themes and the visitor experience;
- To welcome and brief schools, groups and families visiting the Museum and help manage visitor flow, especially when large groups are visiting;
- To assist in actively promote the Museum, talks and tours, workshops, guidebooks, special exhibitions, membership and events and taking bookings and assisting at events on a paid voluntary basis as required;
- To gain an excellent knowledge of Museum products and services including the exhibitions, room hire, membership, daily events and the Learning & Access schedule;
- To be proactive in the sale of museum tickets the promotion of events and offers, selling of shop merchandise and processing retail sales, assisting in restocking, presentation and cleanliness;
- To work alongside colleagues and volunteers and have a flexible approach to working in team situations;
- To assist volunteers, if required, in the absence of the line manager;
- To assist with gallery monitoring and supervision, when required by line manager, reporting any aspects of the galleries in need of attention or repair;
- To provide front of house security and ensure the security and safety of visitors, staff, volunteers, the premises, stock and cash at all times;
- To comply with the Museum's Health & Safety policy and any policies set out to ensure the safety and welfare of visitors, staff and volunteers, including assisting in an evacuation and training to be a first aider;
- To attend customer care and other training sessions outside your core working hours as required for which you will be paid;
- To assist with marketing and evaluation e.g. visitor questionnaires and visitor postcodes;
- To carry out any other reasonable duties as required by line manager.

Qualifications and Experience

- Excellent customer care standards i.e. communication, listening and interpersonal skills and an understanding of the different needs of our visitors.
- Enjoy and have experience of working confidently with the general public, children and young people with a high standard of personal presentation;
- Ability to acquire and present knowledge of the museum gallery contents, procedures, departmental structure and key contacts;
- Excellent time keeping;
- Experience of tills and cash and card handling.

Conditions of Service

Full information on the policies and practices in place to support staff are contained in our staff handbook that will be made available to the successful candidate. The key benefits aligned to the post are however detailed as follows.

Hours: Minimum 12 hours per week including weekend and evening working if required. Additional payment will be given in respect of extra hours. This is a four-month temporary contract.

Hourly rate: 12 hours per week @ £8 per hour.

Annual Leave: Part time staff have an annual leave entitlement that is pro rata to that of a full-time employee.

Before an appointment can be confirmed, you may be subject to a PVG check

The Scottish Fisheries Museum is committed to equality of opportunity. The Scottish Fisheries Museum is a charity registered in Scotland (No. SCO06185)

Applications: CV plus covering letter outlining reasons for applying and which skills you will bring to the post. **Closing Date:** Friday, 18th May, 2018 (5.30pm)