



HIGH LIFE HIGHLAND

JOB DESCRIPTION

JOB TITLE:	Relief Museum Attendant
SALARY:	£14.12 per hour
LOCATION:	Inverness Museum and Art Gallery
HOMEWORKING:	This post is not suitable for homeworking
RESPONSIBLE TO:	Assistant Operations Manager
JOB PURPOSE:	To provide a warm welcome to all visitors, along with information about the museum, exhibitions and displays. To ensure a safe, clean and friendly environment for visitors.

KEY DUTIES AND RESPONSIBILITIES INCLUDE:

- Actively promote a positive and collaborative workplace culture that supports the Charity's purpose of Making Life Better and i-care values to increase morale, productivity and performance.
- Provide excellent customer care to all visitors with an enthusiastic attitude.
- Provide information, guidance and assistance to all visitors.
- Actively encourage visitors to make donations.
- Support both the immediate and wider teams within the museum - in particular assisting with the set up for events and activities, and helping the IMAG café staff.
- Work on a rota basis, including regular weekend and bank holiday working, and occasionally in the evening.
- Ensure the museum environment is cared for – buildings, artefacts and all facilities are kept clean and tidy.
- Ensure that day-to-day activities and procedures are carried out safely, and to undertake training in line with High Life Highland's Health and Safety requirements.
- Undertake retail duties in the museum shop - to keep it clean, tidy and restocked.
- Carry out daily and weekly checks in line with requirements for collections care.
- Pursue continuous professional development and contribute to the continuous improvement of Inverness Museum and Art Gallery and High Life Highland as a whole.
- Attend and undertake any training online or in person.
- Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.

- Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness working cross-functionally across the Inverness Museum and Art Gallery team.

Other Duties:

You may be required to perform duties, appropriate to the post, other than those given in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time.

Date: April 2026

High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.



HIGH LIFE HIGHLAND
PERSON SPECIFICATION

JOB TITLE: Relief Museum Attendant

LOCATION: Inverness Museum and Art Gallery

ESSENTIAL ATTRIBUTES:

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:-

1. EXPERIENCE

- Experience in a customer facing environment, ideally in a tourist focused industry.
- Retail and cash handling experience preferable.

2. SKILLS/ATTRIBUTES GENERAL

- Good communication skills.
- Ability to record information.
- Ability and willingness to learn new skills.

3. SKILLS/ABILITIES SPECIFIC TO THE POST

- Ability to learn about the museum collections and gallery exhibitions, and pass on information to visitors.
- Ability to work in a manner that ensures the safety of yourself and others.
- Ability to work unsupervised in relevant work areas.
- Ability to work on a rota system, including weekends, where punctuality is crucial.
- Willingness to be a key holder and operate alarm system.

4. INTERPERSONAL AND SOCIAL SKILLS

- Ability to communicate enthusiastically with visitors and staff alike.
- Ability to work as an effective team member.
- Friendly, outgoing manner.