



**MAKING  
LIFE  
BETTER**

## **JOB DESCRIPTION And PERSON SPECIFICATION**

**JOB TITLE:** Visitor Experience Assistant (General Site)

**SALARY:** £14.12 per hour

**LOCATION:** Highland Folk Museum, Newtonmore

**HOMEWORKING:** This post is not suitable for homeworking

**RESPONSIBLE TO:** Assistant Operations Manager

**JOB PURPOSE:** To be responsible for the opening and closing of the museum buildings, monitoring the car park and supporting the visitor services team by welcoming visitors and coach groups.

### **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 a warm, professional welcome to all visitors, creating a memorable experience through excellent customer care, attentiveness and efficiency.
- Be responsible for the opening, closing, and checking of the museum site and historic buildings, always keeping an awareness of security and safety of personnel.
- Assist with car and coach parking and with the meeting and greeting of visitors.
- Welcome coach groups, including orientation of the Museum and selling guidebooks.
- Provide lunch cover to the Croft team as required.
- Ensure the museum buildings are kept clean and tidy, assist in emptying bins / recycling points across the Museum.
- Assist in the day-to-day operation of the Museum, by providing outstanding customer care in all areas.
- Assist with the maintenance and groundwork as required.
- Work on a rota basis, including weekends and bank holidays ensuring you are up to date with your rostered shifts and give advance notice of any leave requests for consideration.
- Pursue continuous professional development and contribute to the continuous improvement of the Highland Folk Museum 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 Highland Folk Museum team.
- Undertake all tasks in accordance with High Life Highland policies and procedures, including General Data Protection Regulations, health and safety procedures, relevant checks, reporting any concerns to management to ensure corrective action is taken.
- Maintain an awareness and knowledge of the risk management responsibilities appropriate to their role, as identified within the HLH Risk Policy and associated guidance documentation.

**This is a seasonal post lasting until the 25<sup>th</sup> of October 2026.** We can offer a variety of shift patterns and/or flexible hours and applicants are able to work across multiple posts if desired.

#### **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: Feb 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.*



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### **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.

#### **2. EDUCATION AND QUALIFICATIONS**

- Good general standard of education

#### **3. SKILLS/ATTRIBUTES GENERAL**

- Excellent communication skills
- Excellent customer service
- Ability to record information accurately
- Ability and willingness to learn new skills and techniques
- Have a willingness to learn and follow Health & Safety procedures to ensure the safety of yourself and others

#### **4. SKILLS/ATTRIBUTES SPECIFIC TO THE ROLE**

- Able to self-motivate and follow maintenance programmes.
- Ability to follow set procedures to ensure the site is secure at all times.
- Ability to learn about the museum collections and pass on information to visitors.

#### **5. INTERPERSONAL AND SOCIAL SKILLS**

- Ability to work as a team or solo and be self-motivated and committed, approaching all tasks with enthusiasm.
- Ability to work under pressure