



JOB DESCRIPTION And PERSON SPECIFICATION

JOB TITLE:	Visitor Experience Assistant (Cleaning)
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 provide an excellent visitor experience, by ensuring the public facilities and general areas are cleaned and presented to a high standard. You will also be responsible for the day-to-day monitoring and cleaning of the historic buildings, helping to bring them to life and tell the stories of how people lived in the past.

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.
- The cleaning of all toilets and daily replenishment of toilet disposables.
- Ensure the museum environment is cared for – buildings, objects and areas are kept clean and tidy.
- The cleaning of historic buildings on a rota schedule.
- The cleaning of visitor areas including picnic benches.
- Be responsible for opening and closing the areas of the museum as appropriate, always keeping an awareness of security and safety of personnel.
- Care and cleanliness of all equipment used in carrying out the above duties.
- Work outdoors in all seasons.
- 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.

This is a seasonal post until the 25th 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.

April 2026



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LOCATION: Highland Folk Museum, Newtonmore

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 of cleaning to a high standard.

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

- Ability, after training, to operate various types of cleaning equipment.
- Ability to work with minimum inconvenience to the visitor.
- Ability to work with cleaning chemicals safely and observe COSHH guidelines.
- 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