



JOB DESCRIPTION And PERSON SPECIFICATION

JOB TITLE:	Visitor Experience Assistant (Reception)
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 giving a warm welcome, which includes information, guidance, and assistance to all museum visitors. To support the Museum through achieving donation targets and guidebook sales.

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.
- Actively encourage visitors to make donations, complete gift aid forms and buy museum guidebooks.
- Work on a rota basis within the reception and cleaning roles, 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.
- To provide lunch cover for the Gift Shop and Sweetie Shop as required.
- Ensure all banking and cash handling requirements are met accurately and adhere to security and cash handling procedures.
- Be responsible for opening and closing the areas of the museum as appropriate, always keeping an awareness of security and safety of personnel.
- 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

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.
- Cash handling/till reconciliation experience desirable

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

- Be flexible, responding quickly, and positively to the ever-changing requirements of the business.
- The ability to accurately process admissions sales through the tills with due attention to detail.
- 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