



HMS Unicorn

Unicorn Preservation Society Job Description

Job Title: Visitor Experience Assistant

Location: Dundee City Centre

Line Manager: Operations Manager

Job Family: Operations

Working Hours: Part-time 25 hours per week with weekend and some evening work for events. The role is rostered so that the successful applicant will work one weekend out of every three.

Annual Leave: 34 Days inclusive of public holidays and closures (Christmas and New Year) pro rata

Contract Length: 1 post Until end May 2026

Grade: 1

Salary Range: £12.60 per hour

Introduction

Launched in 1824, HMS Unicorn is the third oldest ship in the world still afloat and Scotland's only surviving wooden warship. Now an Accredited Museum in Dundee's City Quay, visitors can explore four decks that offer a unique glimpse into 19th century naval life.

Our mission is to deliver a world-class museum experience while safeguarding HMS Unicorn's future and making our collections accessible to all. We aim to inspire visitors and staff alike, providing lifelong learning and engagement opportunities for our local communities and beyond.

The Unicorn Preservation Society has recently secured nearly £1 million from the National Lottery Heritage Fund to advance Project Safe Haven – our ambitious conservation initiative to relocate HMS Unicorn to Dundee's East Graving Dock. This critical move will ensure the long-term preservation of this irreplaceable maritime treasure while creating a purpose-built visitor centre that will transform Dundee's historic waterfront and enhance community engagement. This role represents an exciting opportunity to join our team at a pivotal moment in HMS Unicorn's 200-year history.

Main Purpose of Role

The Visitor Experience Assistant plays a crucial role in delivering exceptional customer service and maintaining the high standards of visitor engagement at HMS Unicorn. Working closely with the Operations Manager and Heritage & Learning Manager, you will be responsible for providing a welcoming, informative, and memorable experience for all visitors to HMS Unicorn.

Key Duties and Responsibilities

Visitor Experience

- Act as the primary point of welcome for all visitors to HMS Unicorn, ensuring a warm, professional, and engaging interaction
- Deliver guided tours of HMS Unicorn under the guidance of the Heritage & Learning Manager, continuously developing knowledge and interpretation skills



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The Unicorn Preservation Society trading as HMS Unicorn | Patron: HRH The Princess Royal
Registered Office: c/o CGPM Consulting LLP, 40 Gilmerton Place, Edinburgh, EH17 8TP.
Company registered in Scotland: SC046145 | Registered Charity No: SC002771





- Staff the museum's shop, maintaining its presentation, stock levels, and cleanliness

Front Desk Operations

- Operate the Front Desk, including:
 - Monitoring alarm systems
 - Answering phone calls
 - Issuing keys
 - Signing in contractors
 - Handling cash reconciliation and preparation
 - Auditing daily and monthly visitor numbers

Safety and Security

- Ensure public areas are kept clean, tidy, and presentable
- Safeguard the security of visitors, staff, volunteers, and museum assets
- Undertake preventative conservation cleaning and environmental monitoring
- Report hazards, near misses, and incidents
- Assist with visitor evacuation in emergency situations

Event Support

- Support the delivery of museum events and assist with additional event requirements
- Work occasional evenings as required for events and special programmes

Line Management and Operational Structure

- Work administratively under the Operations Manager (line manager), while following content and interpretation guidance from the Heritage & Learning Manager
- Adhere strictly to the UPS Operations Handbook and museum procedures

Professional Development

- Demonstrate a commitment to continuous learning and professional development
- Undertake required training to enhance skills in museum interpretation, customer service, and maritime heritage
- Contribute to the ongoing development of visitor services and museum operations

General Duties

- Adhere to HMS Unicorn's policies and procedures including health and safety, security, and fire regulations
- Represent HMS Unicorn professionally to visitors, stakeholders and partners
- Participate in team meetings and staff development activities as required
- Undertake other reasonable duties as requested by your line manager

PERSON SPECIFICATION

This section details the attributes, skills, knowledge, qualifications and competencies which are required in order to undertake the full remit of this post.

Essential Criteria

- Experience in customer service or hospitality roles with proven track record of public-facing work
- Demonstrable cash handling skills with attention to detail
- Excellent communication and interpersonal skills, capable of engaging diverse audiences effectively



- Proficient IT skills for museum systems and visitor management
- Strong time management abilities with initiative to work independently
- Consistent professional and friendly demeanour while maintaining service standards
- Commitment to ongoing learning and professional development
- Ability to precisely follow detailed operational procedures
- Adaptability to respond to changing interpretative and operational requirements
- Basic understanding of maritime history (or demonstrable willingness to learn)
- Physical capability to stand for extended periods and navigate ladderways on a historic ship

Desirable Criteria

- Experience handling customer feedback and resolving visitor queries
- Experience working with children and young people in educational settings
- Knowledge of heritage or museum sector operations
- Current first aid qualification
- Demonstrated interest in maritime history
- Understanding of historic interpretation techniques and visitor engagement

Essential Criteria – requirements without which a candidate would not be able to undertake the full remit of the role. Applicants who do not clearly demonstrate in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria – requirements which would be useful for the candidate to hold. When shortlisting, these criteria will be considered when more than one applicant meets the essential requirements.

Access Information

HMS Unicorn is currently not fully physically accessible for all users, and there are therefore physical requirements that come with this role on board a wooden, historic ship.

- HMS Unicorn is accessed via an entry gangway which can rise up to a 50-degree angle at high tide and dip to a 50cm drop at low tide.
- The different decks on board HMS Unicorn are only accessible via ladderways.
- For a full description of access aboard HMS Unicorn, please refer to our access guide available on request.

Career Development and Fair Work

At the Unicorn Preservation Society, we are committed to supporting the professional growth and development of our staff. While we recognise that as a small organisation advancement opportunities may be limited, we have a duty to support our team members to be their best and to prepare them for future career growth. We create clear progression pathways, support skills development, and empower staff to achieve their professional potential, whether within UPS or as they move on to broader opportunities in the heritage sector.

As a Fair Work employer, we adhere to key principles that ensure an equitable and supportive workplace:

- **Voice:** We ensure staff have opportunities to contribute to organisational decisions
- **Security:** We provide appropriate job security and consistency of hours where possible
- **Opportunity:** We support skills development and career progression
- **Respect:** We foster a workplace culture of dignity and respect
- **Fulfilment:** We create meaningful work environments

UPS is committed to ensuring all staff receive at minimum the Real Living Wage as defined by the Living Wage Foundation. Our salary structure reflects both Museums Association recommendations (adjusted for



regional context) and competitive positioning within the Scottish independent museum sector. We believe fair pay is essential to maintain staff wellbeing, reduce turnover, enhance engagement, and uphold our reputation as a responsible employer.

Through our formal grading structure, we provide clear pathways for progression and professional development, with regular reviews to support your growth and career aspirations.

Equal Opportunities

The Unicorn Preservation Society is a Disability Confident Committed employer and operates a Guaranteed Interview Scheme for people living with a disability who fulfil the essential criteria in the job specification. If you would like to be considered under the Guaranteed Interview Scheme, please let us know as part of your application.

HMS Unicorn is committed to the principles of Fair Work and paying the real Living Wage to all our employees. We believe that fair work practices lead to better outcomes for individuals and organisations, contributing to a more successful economy and inclusive society. As an employer, we are dedicated to providing appropriate channels for effective workers' voice, investing in workforce development, opposing inappropriate use of zero-hours contracts, and offering flexible working from day one of employment where possible.

Our commitment to fair work extends to addressing workplace inequalities, including pay and employment gaps. We strive to create a workplace where all staff are treated with dignity and respect, regardless of their background or personal characteristics.

All staff and volunteers working with UPS must undergo Disclosure and PVG checks.

How to Apply

We encourage applicants to apply by submitting:

- A CV and covering letter explaining how you meet the requirements of the role

Please submit informal enquiries and applications to: recruitment@hmsunicorn.org.uk

Application deadline: [Date and time]

Interview date: [Date or approximate timing]

Applicants will be required to bring proof of right to work in the UK to the interview. This should either be a UK passport, birth certificate, or form of ID recognised by the Home Office. Further details here - <https://www.gov.uk/prove-right-to-work>