

JOB TITLE: Museum Assistant

SALARY: £26,717 - £29,247 per annum

Tues – Sat from April-October and then Mon-Fri from November to March

HOMEWORKING: This post is not suitable for homeworking

RESPONSIBLE TO: Assistant Operations Manager

JOB PURPOSE: Assist in all aspects of the daily running of NCVC. To be responsible for retail and café stock and banking.

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 high standard of administrative support using MS Office packages, including word processing, spreadsheets, filing, mail management and other duties.
- Financial administration including sourcing, ordering, processing invoices and undertaking cash holder duties using the company's financial system and processes.
- Keep records, statistics and provide periodic analysis of figures as required.
- Source and order consumables and/or stock for the building, the shop, the office and the café.
- Oversee till and credit card operations and reconcile all monies through the finance system. Bank all monies accordingly.
- Assist the Assistant Operations Manager to co-ordinate recruitment, induction, training and management of seasonal staff including organising and providing emergency cover as required.
- Compile staff rotas and process timesheets.
- Supervise all seasonal staff and daily Health & Safety checks on Saturdays (Apr-Oct) and in the absence of the AOM.
- Assist AOM with administration tasks including visitor surveys, funding applications and local no cost marketing and promotions initiatives.
- Assist with meetings, activities, events and associated catering requirements.
- Provide assistance and guidance to visitors, staff and volunteers.
- Assist with the organisation and running of exhibitions, activities and special events.
- 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.

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.

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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 visitor focused industry
- Experience of Retail and Cash handling reconciliation.
- Good knowledge of Health & Safety

2. SKILLS/ATTRIBUTES GENERAL

- Able to work as part of a team.
- Good attention to detail.
- Able to work under pressure and to deadlines.
- Good IT skills.
- Able to work on own initiative.

3. SKILLS/ABILITIES SPECIFIC TO THE POST

- Computer literate
- Good administration skills

4. INTERPERSONAL AND SOCIAL SKILLS

- Good communication skills
- Good sense of customer care and service.
- Good problem solver
- Friendly outgoing nature
- Able to cope in pressure situations