



Visitor Services Team Leader

We are recruiting for an outgoing, confident person to join our friendly workforce and lead the visitor services team. You will need to be passionate about giving exceptional service and going that extra mile to welcome our visitors. You will have a creative flair and the ability to problem solve in a dynamic and flexible manner. You may have experience working in a 5-star visitor attraction, boutique retail, hotel reception, or front of house in the heritage sector looking for the next step in your career.

Job Summary

The Highlanders' Museum tells the story of the Highland Regiments from just after the Battle of Culloden to the present day and is home to the largest collection of military artefacts outside of Edinburgh representing almost 250 years of history.

The Highlanders' Museum (THM) is an Accredited, Visit Scotland 5-star rated, independent military museum situated within Fort George. It is a visitor attraction showcasing highland military history and is the jewel in the crown of the historic fort, which is still a working military barracks. This key historic site is visited by 60,000 people a year.

THM has 11 members of staff and a dedicated team of around 30 volunteers. The Visitor Services Team Leader will be responsible for the smooth running of our front of house operations and ensuring that every visitor is given a warm welcome and exceptional service. THM is open 7 days a week; the Visitor Services Team Leader will be responsible for the Visitor Assistant and volunteers working front of house and for retail operations. They will help monitor the galleries and implement policies and procedures that facilitate a positive visitor experience while maintaining the safety of people and the collection.

This position will be full-time (40 hours a week with paid breaks) with weekend working, the provisional working pattern is Wednesday to Sunday. The salary is currently £21,000 per annum and is subject to a review.

Roles and Responsibilities

The Visitor Services Team Leader will oversee the front of house staffing and provide them with training, set an example of exceptional customer service, and take responsibility for an effective retail offer.

- Maintain THM's reputation for excellent customer service, starting with a warm and friendly greeting for all visitors and contractors.
- Line manage Visitor Assistant including day-to-day supervision and identifying training needs.
- Work with Research & Volunteer Coordinator to deliver training for front of house volunteers.
- Be a keyholder and responsible person at weekends. Be the first to respond to problems faced by the front of house team and visitors by contacting other museum staff as appropriate.
- Monitor museum public spaces, respond to visitor questions, and share feedback with staff team. Ensure museum is safe and always well presented, report any maintenance requirements.
- Ensure Visitor Services Standard Operating Procedures (SOPs) are kept up to date and all team members confident following them.
- Take responsibility for end of day cash-up, preparing end of day and monthly reports, and re-stocking of shop.

- Work with Business Manager and Director to develop a strong retail offer including managing stock levels, merchandising, updating Shopify platform, anticipating customer trends, and developing high quality, bespoke products in partnership with local makers.
- Be knowledgeable of and actively promote THM's membership programme, exhibitions, and events.
- Assist with special events as needed.

Personal Specification

Skills and Experience	Essential	Desirable
Outgoing, upbeat personality and enjoys interacting with the public	x	
3-5 years' customer experience in retail or cultural heritage	x	
1-3 years' experience in a supervisory role; experience of training and supervising volunteers		x
Personal licence (SCPLH) holder or willing to attend training to be licensed		x
Excellent IT skills including Microsoft Office and online retail platforms	x	
Experience of using an EPOS system, ability to learn new software quickly	x	
Interest in Scottish history		x
Comfortable and confident speaking in front of large groups	x	
Excellent organisational skills and attention to detail	x	
Critical analytical skills and ability to think on one's feet	x	
Multi-tasker	x	
Exceptional written and verbal communication skills	x	
Creative approach with product development experience		x
Must be able to take direction and work independently and as part of a team	x	
Background in small business, heritage, or visitor attractions		x

Physical requirements and work environment:

- Ability to stand or walk continuously
- Ability to bend, squat, kneel, climb stairs, and lift frequently
- Ability to lift a small or medium box
- Work environment may include draughts
- Work environment may include occasional icy or wet surfaces

To Apply

To apply for this job, please submit a CV and cover letter to Iris Thompson-Burton busmanager@thehighlandersmuseum.com The deadline for application will be 9am 16/09/2022. Interviews are expected to take place during week commencing the 19/09/2022.