



Scottish Fisheries Museum

Boats, fish and folk...

P/T Visitor Assistant (Reaper) – Job Description

Located at: Scottish Fisheries Museum
St Ayles, Harbourhead
Anstruther KY10 3AB

Background

The Scottish Fisheries Museum was founded in the old fishing port of Anstruther, at a property known as St Ayles, as a trust and charity in 1969 to preserve, record and interpret the history of the fishing industry in Scotland.

During the early 1900s, the Museum's buildings accommodated a chandlery business and areas were leased to fishermen for storage. The Museum has expanded to occupy several adjacent 18th & 19th century domestic properties associated with fisher families. Most recently, the Museum has developed the former Smith and Hutton Boatyard to house most of its collection of full-size fishing vessels.

The Museum holds collections of over 65,000 artefacts, 74% of which are of international, UK or Scotland-wide importance and so formally received 'Recognition of National Significance' status in 2007.

The Museum has full Accreditation status and is graded a four-star visitor attraction by VisitScotland.

Scottish Fisheries Museum and the Boats Club

The Museum Boats Club is an organisation of volunteers that operates with support from and in partnership with the Museum staff. The Club operates activities in relation to the Museum's two sea-going historic vessels – 'Reaper' and 'White Wing'. The club organises and carries out maintenance and restoration, plans and delivers a programme of visits to ports and maritime festivals where the boat is opened to the public. Most of the revenue to operate is generated by the Club through appearance fees and donations.

Access for All – the Reaper Pontoon Project

The Museum has developed a project to install a pontoon to permit much improved access to all at various states of the tide in Anstruther Harbour. With the pontoon now in place, we are now seeking to recruit two part-time *Reaper* visitor guides to work with our Boats Club volunteers and help coordinate safe visits on board the *Reaper*.

Job Specification

We are currently seeking pro-active and enthusiastic part time Visitor Assistants to join our team. If you are passionate about meeting new people and delivering excellent customer service, then we would like to meet you.

The Visitor Assistant role is to ensure, through providing exceptional standards of customer care and an excellent visitor experience, that all visitors are welcomed warmly, encouraged to learn about and engage with the collections and have a safe and enjoyable visit to the Reaper.

This is a temporary post(s) from 1st August to 30th September, with a one-month probationary period.

It is planned that these will take place on 5 days per week (Wed- Sun) dependant on tides.

The post will be paid at the National Living Wage (currently £8.91 per hour) and there will be 2 p/t posts at 15 hours per week.

Main Activities and Responsibilities:

- To maintain daily ticket sales and booking time slots.
- To sell tickets and be accountable for revenue received on board.
- To welcome the public onboard and disseminate information on “Reaper” and promote visits to the Museum.
- To liaise with Boats Club Volunteers and ensure that health and safety procedures are always observed particularly during access from the pontoon.
- To comply with the Museum’s Health & Safety policy and any policies set out to ensure the safety and welfare of visitors, staff, and volunteers, including assisting in an evacuation.
- To attend customer care and other training sessions outside your core working hours as required for which you will be paid.
- To assist with marketing and evaluation e.g., visitor questionnaires and visitor postcodes.
- To carry out any other reasonable duties as required by line manager.

Essential Skills and Competencies

- Excellent communication and customer care skills
- Excellent organisational skills
- An interest in traditional boats and/or the fishing industry in Scotland
- Ability to work with and liase with a range of people from Museum staff to volunteers.
- Understanding and adherence to the Museum and Boats Club ‘Health and Safety’ and ‘Child Protection’ policies.
- Willingness to undertake training as required.
- Flexible in relation to the part time post

Desirable Skills and Competencies

- Knowledge or experience of the fishing industry & wooden boats
- Interest in assisting with Museum events if required.
- Experience of working within museum or gallery sector.

Conditions of Service

Full information on the policies and practices in place to support staff are contained in our staff handbook that will be made available to the successful candidate. The key benefits aligned to the post are however detailed as follows.

Hours: Minimum 15 hours per week including weekend and evening working if required. Additional payment will be given in respect of extra hours. This is a two-month temporary contract.

Hourly rate: 15 hours per week @ £8.91 per hour.

Annual Leave: Part-time staff have an annual leave entitlement that is pro rata to that of a full-time employee.

Before an appointment can be confirmed, you may be subject to a PVG check.

The Scottish Fisheries Museum is committed to equality of opportunity. The Scottish Fisheries Museum is a charity registered in Scotland (No. SCO06185)

Applications: CV plus covering letter outlining reasons for applying and which skills you will bring to the post addressed to Ian Goodyear, ian@scotfishmuseum.org

Closing Date: 5 pm, Sunday, 18th July 2021