



# Scottish Fisheries Museum

## *Boats, fish and folk...*

### **P/T Visitor Assistant (Reaper) – Job Description**

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**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.

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 three 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 4<sup>th</sup> July to 30<sup>th</sup> September, with a one-month probationary period.

The post will be paid at the National Living Wage (currently £9.50 per hour) and there will be three p/t posts at 20 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 liaise 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: We are looking to recruit three assistants to work on a rota basis between the hours of 11:00 and 16:00. This is a three-month temporary contract from July to September 2022 (with induction the week of the 27<sup>th</sup> of June).

Hourly rate: 20 hours per week @ £9.50 per hour. Additional payment will be given in respect of any extra hours.

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

Applicants must be aged over 18 at the time of their employment.

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, Managing Director, [ian@scotfishmuseum.org](mailto:ian@scotfishmuseum.org)

**Closing Date: 5 pm, Sunday, 19th June 2022**