



JOB DESCRIPTION

Post Title:	Museum Attendant
Line Manager:	Glenesk Folk Museum Curator, and Development Officer
Responsible to:	Glenesk Folk Museum Curator, Development Officer, and Board of the Glenesk Trust
Responsible for:	N/A
Salary:	£9.50 per hour
Hours:	37.5 per week
Contract:	9 months fixed term post Statutory holiday and pension contributions apply

JOB PURPOSE

The Glenesk Folk Museum is seeking to recruit an enthusiastic and personable Museum Attendant to provide a friendly and approachable public face and ensure the efficient running of our museum. Successful candidates will demonstrate a genuine interest in heritage and hospitality, with the drive to provide a high quality visitor experience for all.

The role will include welcoming visitors and providing knowledgeable advice, housekeeping, ensuring the safety of buildings and collections, selling shop stock, and providing modest café refreshments.

Museum Attendants will usually be the first point of contact for visitors, and as such must be committed to ensuring all visitors feel welcomed and accommodated. Their work will be integral to the success of the museum and as such successful candidates must be excellent team players with the drive to provide individually tailored and memorable visitor experience.

PRINCIPAL WORKING CONTACTS

1. Glenesk Trust Board of Trustees
2. Glenesk Folk Museum Curator
3. Glenesk Folk Museum Volunteers
4. Glenesk Trading Company
5. The Glenesk Community
6. External heritage and community organisations
7. Schools and educational organisations
8. General Public

MAIN DUTIES

1. Meeting and greeting museum and café visitors, providing relevant information and answering enquiries.
2. Ensuring the security of museum displays and objects.
3. Assistance with portage and display construction under instruction by museum staff.
4. Checking the security and maintenance of the premises and reporting defects.



5. Cleaning public areas of the museum, including but not limited to: dusting, polishing, hoovering, picking up litter, changing lightbulbs, replacing toilet supplies.
6. Serving customers purchasing items from the museum shop.
7. Keeping the sales area and information desk tidy, well stocked, and organised.
8. Serving café customers with a range of refreshments including barista coffee, tea, cold drinks, & cakes.
9. Ensuring that café areas are kept clean and hygienic by wiping down surfaces, keeping consumables effectively stored, maintaining personal hygiene, clearing used cups, plates, etc.
10. Assist where necessary with the running of events.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Post holders will be expected to undertake any other duties commensurate with the level and nature of the post as may be determined from time to time by the Curator and Board of Trustees. Consequently, this is not a contractual document and the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.



PERSON SPECIFICATION

Glenesk Folk Museum: Museum Attendant

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
Relevant work/other experience	<ul style="list-style-type: none"> • Previous experience in a public facing role providing customer service • Demonstrable cash handling experience 	<ul style="list-style-type: none"> • Experience working in museums, galleries, or other heritage organisations 	Application /interview
Particular skills/abilities	<ul style="list-style-type: none"> • A good team player, who can work collaboratively but also under own initiative • Ability to communicate effectively with users to deliver excellent customer care • Basic IT skills • Good numerical skills 	<ul style="list-style-type: none"> • Barista training • Ability to, or interest in, baking • Knowledge of the Scottish museum sector 	Application /certificates/interview
Personal qualities	<ul style="list-style-type: none"> • Excellent interpersonal skills • Highly motivated and enthusiastic • Flexible • Ability to work under pressure in a busy environment • Professional and courteous • Clear and effective communicator 	<ul style="list-style-type: none"> • Fit and active 	Application/interview
Additional requirements	Available to work evenings and/or weekends	UK driving licence and own transport	Application /certificates/interview



ABOUT GLENESK FOLK MUSEUM

Our mission is to tell the stories of the people and landscape of Glenesk through our collections. We cherish objects in the very place where they were owned, used, and loved. The amassing of things – from this place, in this place – gives them their potency. Each object and person is linked to another and to a network of stories travelling throughout the world in a vibrating ribbon of lives.

Our values are to:

1. Celebrate the uniqueness of Glenesk
2. Place the museum and the community at the heart of our activities
3. Connect stories, people, and place to develop resilience and passion.
4. Engage actively with our community, friends, and wider museum partners.
5. Respond imaginatively to change.

Be transparent and accountable to maintain the highest possible standard.

The Redevelopment Journey: 2019 – Present

In 2019 the Glenesk Folk Museum closed in order to review the governance, renew museum Accreditation and develop a sustainable and resilient Forward Plan. It was recognised by the Trustees that in partnership with volunteers, consultants and the community, a reinvigoration of the whole enterprise was required to arrive at a sustainable model for many generations to come. The Covid-19 pandemic impacted this review, and contributed to the museum remaining closed in 2020.

Having undertaken a great deal of work, the Trust began to execute the strategic direction detailed in the Forward Plan, appointing a dynamic Curator to work alongside the museum volunteer team to once again release the potential of the collections. Following a year of growth and development in this new format, the Trust is once again in a position to expand the team. With funding from Museum Galleries Scotland, we are now seeking a Museum Attendant to provide an exceptional visitor experience, and support the back-of-house staff in presenting the amazing history of Glenesk to the public.

Museum History

The Glenesk Folk Museum is a highly acclaimed heritage venue founded in 1955 by local academic and schoolteacher Margaret Fairweather Michie (MBE), also known as Greta. As a student of the University of St Andrews, she pursued postgraduate research into the social history and depopulation of the Angus Glens. She gathered an extensive and remarkable collection of objects and stories from Glenesk, its environs and global diaspora, from the Bronze Age to the mid 20th century, with an emphasis on Scottish rural life during the 19th century. Greta Michie created dynamic displays in the spirit of the new living history aesthetic, alongside craft and domestic demonstrations.

GLENESK FOLK MUSEUM



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THE GLENESK TRUST SC035318

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The importance and power of the ever-growing collection of over thirty thousand objects, lies in the connections it embodies. These objects whose meaning lies in their being of the place, in the place, tell the stories of Glenesk and its people and will continue to do so for generations to come. It is imperative that, with the combined expertise of a professional Curator and Development Officer, this collection should remain in Glenesk, giving voice to our ever-changing times, both locally and nationally. Historian Professor Hugh Cheape recognised Glenesk Folk Museum's vitality in telling Scotland's story through its 'significant legacy of social and rural history', and it is this legacy that we are committed to continuing. The Retreat building was once a shooting lodge, since gifted to the community by Lord Dalhousie as a home for the Glenesk Folk Museum in 1955. In 2006 major fundraising, which SIF generously contributed £10,000 towards, allowed for significant rebuilding followed in 2009 by the development of an agricultural display in the old stable block. Over the years, in partnership with local and national bodies, we have designed and delivered events, displays and activities, school visits, touring theatre, film nights, WRI get-togethers, music and storytelling evenings, creative workshops, craft displays, polling stations, Open Studio exhibitions, local community celebrations, symposiums and office away-days. Our achievements and stories have been covered by television, newspaper and radio media. A café and small shop, woodland walk, outdoor play area and picnic provision, together with an extensive library and archive, increase the potential for extended and repeat visits.

Locally made food has been a huge part of this history, from bake sales and competitions, to the longstanding tearoom at the old Retreat building. As the Glenesk Folk Museum moves forward, we look to honour this history by once again becoming a place for all to rest and enjoy their time, whether they are looking to learn, reminisce, or relax with a drink and good hearty fare. The Museum Attendant will help to achieve these goals, and make happy memories for another generation of visitors.