

## FRONT OF HOUSE MANAGER

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.

### JOB SUMMARY

The Highlanders' Museum tells the story of the Seaforth Highlanders, Queen's Own Cameron Highlanders, the Lovat Scouts, The Queen's Own Highlanders, and The Highlanders from just after the Battle of Culloden in April 1746 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 over 60,000 people a year.

THM currently has 6 permanent staff members and a dedicated team of around 20 volunteers. The Front of House (FOH) Manager 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 FOH Manager 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 current salary is £21,673.60 per annum and is subject to a review in April 2024.

### Roles and Responsibilities

The FOH Manager 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 FOH Assistant including day-to-day supervision and identifying training needs.
- Work with Documents Curator 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 Front of House Standard Operating Procedures (SOPs) are kept up to date and all team members are 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 Admin Officer and Director to develop a strong retail offer including managing stock levels, merchandising, updating our shopping 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	x	

1-3 years' experience in a supervisory role; experience of training and working with volunteers		x
Personal alcohol licence (SCPLH) holder or willing to attend training to be licensed		x
Excellent IT skills including Microsoft Office and online retail platforms	x	
Experienced operator of EPOS systems, 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	
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 covering letter to the Director at [director@thehighlandersmuseum.com](mailto:director@thehighlandersmuseum.com). The deadline for application will be 9am 29 January 2024. Interviews are expected to take place during week commencing the 7/02/2024.