

Visitor Services Assistant

The Orkney Museum, Kirkwall

At a glance:

Grade: C

Salary: As per advert

Allowances:

- Distant Islands Allowance
- Unsocial Hours 10%

Job Purpose:

As a member of the Visitor Services team, contribute to the smooth and welcoming operation of The Orkney Museum by supporting visitors, safeguarding collections, and ensuring the building remains a safe and engaging environment for all.

For application support contact hrsupport@orkney.gov.uk or call 01856 873535 ext.2250

Benefits and Support

34 days annual leave, increasing to 39 days over 5 years, inclusive of Public Holidays (pro-rata)	Supported to work and earn whilst achieving qualification
Local Government Pension Scheme	Maternity, Paternity and Sick Pay
Comprehensive induction process	Employee Assistance Programme

Main Duties and Responsibilities

Provide a warm, informed, and professional front-of-house presence, helping visitors make the most of their museum experience. This includes offering guidance, sharing knowledge about the museum's collections, and ensuring all guests feel welcomed and supported during their visit.

Ensure the security and care of artefacts, exhibitions, and gallery displays by maintaining vigilant oversight of public spaces, following established procedures, and responding appropriately to any issues that arise.

Deliver excellent customer service within the museum shop, assisting with purchases, handling transactions, restocking displays, and maintaining a tidy and inviting retail environment.

Maintain a strong awareness of health and safety requirements, identifying potential risks and taking proactive steps to ensure the safety, comfort, and accessibility of the building for both visitors and staff.

Respond politely and effectively to visitor enquiries, providing accurate information or directing questions to specialist colleagues when appropriate, ensuring a positive and helpful visitor experience.

Complete a range of basic administrative and collections-based paperwork tasks, including updating computer-based records, processing routine documentation, and supporting the museum's operational procedures with accuracy and attention to detail.

Act as a key holder for the museum, taking responsibility for opening and closing the building and responding to out-of-hours fire and security alarm callouts in line with organisational protocols.

Undertake regular cleaning duties outside public opening hours and monitor cleanliness throughout the day to maintain high standards across all public areas. This includes toilets, hands-on activity zones, and interpretive panels.

Participate in the museum's annual deep clean, following established housekeeping and conservation procedures to support the long-term care of the building and its collections.

Assist specialist colleagues with gallery maintenance, such as the moving of collections and displays, outside busy visitor times as required.

Provide cover at other locations as required.

Responsibilities for All

Embody the Council Values of Accountable, Reliable, Considerate and Collaborative.	Participate in team meetings, 1 to 1s, supervision and good conversations process
Handle all information in confidence and in line with Data Protection requirements	Comply with the Council Employee Code of Conduct
Work safely to prevent risk to yourself and others	Comply with relevant professional body codes of practice/conduct
Ensure Equality, Diversity and Inclusion	Any other duties appropriate to your grade
Undertake mandatory and relevant training and development	Where required Support the Council's emergency response

Skills and Requirements

Must have

A good level of general education.
Possess a working knowledge of Orkney's past.
Experience of dealing with people in a public setting including answering enquiries.
Experience of security systems and procedures.
Experience of general cleaning duties in a large building which is open to the public.
Experience of health and safety procedures and compliance.
Ability to travel efficiently and effectively between various work locations within Orkney to meet the operational requirements of the Service.

Requirements of the Role

Disclosure/PVG:	Level 1 disclosure check	Convictions to Declare:	Current
Politically Restricted Post:	No	Sponsorship:	No
Work Additional Hours:	No	Term Time Post:	No