



ARMADALE

CASTLE, GARDENS & MUSEUM OF THE ISLES

ISLE OF SKYE

JOB DESCRIPTION

Role: Museum Host	Business Function: To provide a welcoming visitor experience at first point of contact, answering queries and providing visitor information.
Reports to: Museum Manager	Type of Contract: Seasonal, April to October Part-time and Full-time positions available Salary £13 per hour + end of season bonus
Location: Museum of the Isles, Armadale Castle, Gardens & Museum of the Isles, Armadale, Sleat, Isle of Skye, IV45 8RS	Last updated: January 2024
Purpose of the role: Working as the first point of contact in the Museum of the Isles, you will deliver excellent customer service and ensure that all visitors are welcomed warmly and encouraged to engage with our exhibitions and resources. You will promote the Museum and its setting in the gardens of Armadale Castle and ensure the Museum is clean and ready to welcome visitors.	
Competencies: <ul style="list-style-type: none">• Enthusiastic and self-motivated• Friendly and welcoming personality• Good communicator• Good team worker• Demonstrates a commitment to providing a positive customer experience• Confident in interacting and dealing with a wide range of people of all ages	

Experience & Abilities:

- Experience of working in a customer service environment
- Comfortable with IT to produce content and research exhibition themes
- Knowledge of the local area
- Interested in the history of Clan Donald and the Scottish Highlands & Islands
- Interest in family history an advantage

Scope of Role:

- To ensure the Museum is clean, tidy and ready for visitors each morning
- To provide an efficient, friendly and courteous service to visitors
- To greet visitors from our Museum reception area
- To issue audio guides to visitors and direct them around the Museum building
- To answer visitor enquiries about Museum collections and our family history resources
- To be a Museum keyholder and operate the security system
- Assisting with desk-based Museum projects as required
- Any other duties as reasonably required to meet the needs of the business

Technical Knowledge:

Familiarity with ICT for general use e.g. email, web, social media

People Management:

- Member of a team
- Ability to take direction

Financial Management:

- Encourage visitor donations