

Post: Research & Volunteer Coordinator – Job Description

Organisation: The Highlanders' Museum (Queen's Own Highlanders Collection)

Contract: Permanent (3 Days a week)

Reporting to: General Manager

Location: The Highlanders' Museum (THM), Fort George, Near Inverness

Background

The Museum is a 5 Star rated Visit Scotland attraction, home to the largest collection of military artefacts outside of Edinburgh representing almost 250 years of history spanning five different regiments. It is housed within Fort George, itself a tourist attraction which is operated by Historic Environment Scotland (HES). The Museum houses the collection of The Queen's Own Highlanders (Seaforth and Camerons), which has been recognised as Nationally Significant to Scotland.

Job Summary

The Research & Volunteer Coordinator is responsible for the continued success of the research department as well as coordinating and organising a team of volunteers throughout the Museum. This will entail undertaking many different tasks; from receiving and categorising initial research requests, searching and discovering information from multiple media sources and producing high quality informative documents, to providing the volunteers with ongoing support, guidance and training. Excellent communication skills are key to this position as there is a great deal of liaison with local agencies.

Responsibilities and Duties

- Coordinating and controlling all incoming research requests, ensuring completed in a timely manner
- Researching and documenting information to be included in research responses
- Assisting with educational and private visits when required
- Coordinating the Museum volunteers to ensure any necessary tasks are completed
- Providing support and guidance to the volunteers
- Ensuring all volunteers receive any training required, keeping relevant training records
- Weekend working on a rotational basis as necessary with a TOIL day given later
- Assist Curator and General Manager as and when required

Essential and desirable criteria

Essential:

- Sound working knowledge of the Microsoft Office suite.
- Excellent communication skills.
- Ability to work independently, under supervision and as part of a team as required
- Required to assist and support with any other tasks required by the General Manager or Curator

Desirable:

- Experience of EPOS system (desirable but not essential as full training will be given)
- Knowledge of social media platforms and marketing/PR opportunities