



Creating Great Visitor Experiences



What will the placement involve?

Do you enjoy meeting new people? Do you value good visitor experience? Are you interested in local heritage? Tourism? Creating educational resources? Aged 18-30? Then this placement is for you.

Join the team at Castle House Museum, Dunoon, and work alongside the Museum Manager to provide a 5 star visitor experience. Ranging from Victorian life, to Clyde steamers, 'Doon the Water' memorabilia, vintage packaging, costume, historical photographs, and wartime Cowal, the museum's vast collections have so many stories to tell.

We are looking for someone who would like to explore a career in tourism or heritage and get excellent 'on the ground' experience in museums and visitor attractions. As the face of the museum, you'll welcome visitors and operate the ticket desk; guide visitors around the displays; provide access to the museum archives and assist visitors with their enquiries; and get the opportunity to create self-led museum trails and worksheets for younger visitors.

Participants will receive an introduction to the museum and the collections; ticket desk and retail training; access to museum objects and displays; object handling training; mentoring from the Castle Museum Manager; all appropriate Health and Safety training; and dedicated support from the Heritage Horizons Project Manager to achieve an Archaeology Scotland Heritage Heroes Award. The Heritage Horizons Project Manager will support you to create a Learning Agreement and can progress through your aims.

Please note that placement participants are required to document their work and experiences digitally (via vlogs, social media, blogs or videos). All training and resources will be provided. Support and funding are available to cover all project expenses (e.g. travel costs) and the required materials and resources.



Where and for how long?

The placement will take place at Castle House Museum lasting up to 12 weeks. Ideally applicants should be available two half days per week, however exact timings and days will be agreed with the applicant.

Address: Castle House Museum, Castle Gardens, Dunoon, PA23 7HH

<https://castlehousemuseum.org.uk/>





Heritage Horizons



What's in it for you?

- Hands-on work experience in museum visitor experience and retail
- The chance to explore working in the heritage and tourism sector
- The opportunity to create new educational resources for a busy local museum
- Essential museum skills including object handling, tour guiding, and interacting with visitors
- On-site support from museum staff to achieve your objectives
- Dedicated support from the Heritage Horizons project manager to achieve nationally accredited certificates Archaeology Scotland Heritage Heroes Award
- One year membership of the Museums Association, including access to their Museum Essentials courses (<https://www.museumsassociation.org/>)
- Support from the Heritage Horizons Digital Marketing Apprentice to document your experience
- Peer-networking support and events with other young people undertaking Heritage Horizons placements
- Funding to cover all required materials, resources, and expenses (including travel)



About you

Anyone with an interest in visitor experience, museums, tour guiding, and Dunoon's history is welcome to apply. This placement would particularly suit those who:

- Are interested in a career in visitor experience, museums, retail, or education
- Are interested in heritage and museums
- Would like to learn more about Dunoon's past
- Love meeting new people and storytelling
- Enjoy or are interested in creating worksheets and educational resources for young audiences

Applicants will be invited for an informal discussion with the host organisation and Heritage Horizons Project Manager.



How to apply

Complete the Heritage Horizons Application form and send it to kirsty@chartsargyllandisles.org **by 5pm on Sunday 26 September 2021**. If you'd like any further information about Heritage Horizons, or have any questions about this placement, please get in touch with **Kirsty MacNab**, Heritage Horizons Project Manager (Argyll South): kirsty@chartsargyllandisles.org