



Position: Museums Operations & Support Coordinator
Organisation: Museums and Heritage Highland
Project: Pathways to the future
Employment Status: Freelance, fixed period role - for 2 years
Salary: £30,000pa (£60,000 over two years)
Hours: Around 35hours per week

BACKGROUND

Museums and Heritage Highland (MHH) is a network organisation and charity formed in March 2019. We are a strong, supportive voice for heritage in the Highlands. Our members include museums, galleries and heritage organisations of all sizes from across the region. We work to promote collaborative working and capacity building; promoting partnership opportunities that support our members achieve their purpose and to be sustainable and resilient in challenging times.

'Pathways to the Future' is a collaborative project led by Museums and Heritage Highland, supporting small, rural museums across the Highlands to work in more sustainable and connected ways. The Museum Operations & Support Coordinator plays a key role in reducing pressure on museum staff and volunteers by providing shared administrative, operational and coordination support across a cluster of museums. Working closely with museum teams, the role helps improve systems, marketing, wellbeing and day-to-day operations, creating breathing space for leaders to focus on strategic development, collaboration and long-term resilience. (the key duties below won't be appropriate for every museum and tasks will be agreed with each museum in advance based on the examples below)

KEY DUTIES

Finance & Administration

- Day-to-day financial management (processing invoices, reconciling accounts, preparing simple financial reports).
- Supporting shared accounting systems/software to streamline operations across museums.
- Coordinating insurance communications and renewals.
- Investigating the role of AI in museum administration and how it can help shape the role in the future

Visitor Services Support

- Coordinating visitor services standards across museums (ticketing, enquiries, phone/email responses).
- Collecting and maintaining visitor data/statistics for reporting and funder requirements.

Marketing & Communications

- Supporting delivery of museums' marketing activity (e.g. website updates, social media scheduling, e-newsletters).

- Assisting with publicity for exhibitions, events and seasonal campaigns.
- Coordinating shared approaches to marketing where possible (regional promotion, joint campaigns).

Operational Coordination & Regional Collaboration

- Exploring and coordinating shared purchasing, delivery and resource-sharing opportunities across the group.
- Helping streamline communications and reduce duplication of effort.

Staff & Organisational Wellbeing Support

- Assisting with scheduling and administration of training, wellbeing sessions, and roadshows for boards and staff.
- Supporting managers to implement development and wellbeing initiatives without adding to their admin load.

PERSON SPECIFICATION

The successful candidate will embody MHH' core values: collaboration, innovation, inclusion and integrity.

WORK EXPERIENCE AND SKILLS

Essential

- Experience providing operational, administrative or coordination support within a museum, heritage, cultural, community or voluntary organisation
- Proven ability to work across multiple sites or teams, balancing competing priorities and needs
- Strong organisational and administrative skills, with the ability to improve systems and processes to reduce pressure on staff and volunteers
- Experience working effectively with small teams, using a supportive, collaborative and practical approach
- Ability to provide hands-on support that responds flexibly to local capacity, confidence and resources
- Experience supporting or coordinating marketing and communications activity, including basic content creation, scheduling or data collection
- Strong digital skills, with confidence using shared systems, templates and tools to enable consistent ways of working
- Excellent interpersonal and communication skills, with the ability to build trust and positive working relationships across organisations
- Ability to work independently, manage time effectively and travel between rural or remote locations as required

Desirable

- Experience working specifically within small, rural or volunteer-led museums

- Understanding of the operational pressures facing the heritage sector, including limited capacity and funding constraints
- Experience supporting wellbeing-focused or capacity-building initiatives within organisations
- Familiarity with museum systems such as collections management, visitor data or compliance documentation
- Experience supporting digital marketing, audience development or tourism-related activity

WORK ENVIRONMENT

You will be required to work from home, but will be supported by MHH's board and staff and there may be some travel required to meet the participating museums.

Museums and Heritage Highland provides equal opportunity for employment to all applicants. No person shall be discriminated against on the basis of race, colour, religion, gender, age, ethnicity, marital status, disability, sexual orientation, or any other status or condition. MHH is committed to maintaining an environment in which all employees are treated equitably and given the opportunity to achieve their full potential in the workplace.

Application process

Please apply in writing including your CV/past experience and a covering letter (not longer than 1000 words) outlining your reasons for applying and suitability for this post. We support a variety of application techniques and would also welcome applications that are video based - these must be not longer than 5mins in length and should be sent via WeTransfer - or in the form of a powerpoint presentation (no more than 10 slides)

Contact for more information and for submitting your application: Nicola Henderson, nicola.henderson@museumsandheritagehighland.org.uk

Deadline for applications: 1st June 2026 5pm

Start Date: 29th June 2026 (or as close to this date as possible)