

Interpretation Coordinator

Contract type: Fixed term to 18 December 2026

Working hours: Full-time (35 hours per week)

Location: Edinburgh (onsite)

Salary range: £33,454 to £37,235

Job Description

Purpose

The Interpretation Coordinator supports the delivery of visitor-facing interpretation projects across the organisation, focussing on project coordination, administration, stakeholder communication, and logistical support - ensuring interpretive initiatives are delivered smoothly on time and to a high standard. Working with colleagues across RBGE and external partners, the Interpretation Coordinator helps maintain consistent quality in interpretive outputs and contributes to creating welcoming, accessible and engaging experiences for all visitors.

Core Responsibilities

Project Coordination and Administration

- Coordinate day-to-day project activities, including timelines, task lists, and documentation.
- Maintain project plans, schedules, risk registers and action logs to ensure efficient project delivery.
- Carry out financial administration for projects, including raising purchase orders, processing invoices, tracking expenditure against budgets, maintaining accurate financial records and supporting timely reporting across project activities.
- Support procurement processes, including preparing briefs, gathering quotes, and managing administrative aspects of contractor appointments.
- Organise and administer project meetings, preparing agendas, recording actions and tracking progress.
- Support project reporting, updates to stakeholders, and maintaining accurate and accessible records.

Stakeholder and Team Support

- Act as a key point of contact for internal teams involved in interpretive projects, ensuring good communication and joined-up working.
- Liaise with external contractors, suppliers, designers, and content specialists to support smooth project delivery.
- Work collaboratively with colleagues across the Gardens to gather information, coordinate logistics, and identify operational considerations.

Interpretation Delivery Support

- Assist with the preparation and coordination of content, images, and materials for interpretive outputs (e.g., panels, trails, digital materials), ensuring materials are compiled, checked and submitted on time.
- Support the implementation of wayfinding, signage and other visitor-facing interpretation, including organising installations and site access.
- Contribute to ensuring interpretation meets accessibility and inclusivity standards.

Audience and Evaluation Support

- Assist with the collection, organisation and analysis of audience insight and evaluation data.
- Support evaluation activities such as surveys, observation sessions or feedback collection.

Operational and Practical Support

- Coordinate site visits, installations, and contractor activity, ensuring safe and efficient delivery.
- Support maintenance checks of existing interpretive materials and signage, logging issues and coordinating resolutions.

General Responsibilities

- Contribute to departmental planning and continuous improvement.
- Ensure all work aligns with organisational values, accessibility commitments and sustainability priorities.
- Undertake any other reasonable duties that support the delivery of interpretation and visitor experience.

Person Specification

Essential Skills

- Experience co-ordinating or supporting projects in cultural, heritage, environmental, public-sector or similar settings.
- Experience working collaboratively across teams, and building positive, supportive relationships with a range of stakeholders.
- Experience organising schedules, task lists and project documentation, with the ability to keep information clear and accessible.
- Experience working with contractors, suppliers or external partners, helping to ensure smooth and timely project delivery.
- Experience collecting or organising visitor, audience or user feedback — or a willingness to develop this skill.
- Strong organisational and administrative abilities, with a keen eye for detail.
- Ability to balance multiple tasks and priorities within a busy project environment.
- Clear and confident communicator, able to engage effectively with colleagues at all levels and across disciplines.
- Good problem-solving skills, with the ability to anticipate issues and help identify practical solutions.
- Confident digital skills, including Microsoft Teams, Word and Excel, and the ability to learn new systems quickly.
- Ability to produce clear written materials, such as meeting notes, project updates and reports.
- Understanding of visitor experience and/or interpretation in cultural or environmental settings.
- Awareness of inclusive and accessible practice in visitor-facing work.
- Understanding of basic procurement processes, or willingness to learn and apply them.
- Collaborative, supportive and team-focused approach to work.
- Proactive, organised and dependable, with the ability to work independently when needed.
- Commitment to inclusion, accessibility and audience-focused thinking in all aspects of project delivery.

- Positive and solution-focused mindset, with flexibility to adapt to changing needs and priorities.

Desirable Skills

- Experience working in heritage, museums, gardens, visitor attractions or other cultural venues, with an understanding of how these environments support learning and visitor engagement.
- Knowledge of interpretation principles and audience-centred storytelling, with an interest in how stories can be tailored for different visitors and contexts.
- Experience using scheduling tools, project-management software or shared digital workflows, and confidence navigating collaborative digital systems.
- Experience supporting design, content collation or editorial processes, ensuring information is organised, accurate and ready for project delivery.
- Awareness of sustainability considerations in relation to materials used for visitor-facing interpretation, displays or signage.
- A relevant qualification at SCQF Level 7 (e.g., HNC or equivalent) OR equivalent professional experience.