



Cawdor Castle & Gardens

Job Title: Seasonal Visitor Services Assistant (Main Castle)

Hours of Work: ½ hr lunch break, lunch provided

Job Purpose

To welcome visitors onto the castle tour, ensuring their safe keeping and that of the Castle as well as being confident in interacting with the public.

General

- To be the first point of contact with visitors entering the main castle
- Present a welcoming and positive attitude to visitors

Detailed

- Welcoming visitors to Cawdor Castle both inside or outside the building
- Helping to orientate visitors ensuring their safety and answering any questions they may have on the castle as best you can.
- Confident in delivering guided tours
- Checking tickets and being responsible for cash sales at Front Desk
- Monitoring the security of the castle using the CCTV and alarm panel
- Cash up accurately completing all required paperwork and submit takings to management
- Present a welcoming and positive attitude to visitors
- Ensuring cleanliness of castle tour, this will include light housekeeping
- Working together with staff in other departments to deliver a high standard of visitor experience
- Any other reasonable duties as required by your line manager

The key to success in the role of Visitor Services Assistant will be to remain flexible in ensuring the successful delivery of operations at Cawdor Castle.

This job description may be updated or adjusted to reflect the needs of the business.

