



Cawdor Castle & Gardens

Job Title: Seasonal Visitor Services Assistant (Kiosk)

Hours of Work: ½ hr lunch break, lunch provided

Job Purpose

To welcome visitors to Cawdor Castle and Gardens, ensuring their safe keeping and being confident in interacting with the public.

General

- To be the first point of contact with visitors entering Cawdor Castle and Gardens
- Present a welcoming and positive attitude to visitors
- Operating the till and cash handling
- Maintaining a clean and tidy work place in alignment with Health & safety standards

Detailed

- Welcoming visitors to Cawdor Castle and Gardens
- Checking and selling tickets for entrance into the castle and gardens
- Providing visitors with all the correct information they need for their visit including maps and leaflets
- Helping orientate visitors ensuring they are aware of the full range of attractions as well as retail and catering outlets
- Dealing with external tour guides and groups
- To be alert on security of the castle and safety of visitors and staff
- Monitoring the Main Gate
- Ensuring the Ticket Kiosk is kept clean and tidy
- Helping Visitor Services inside the castle when necessary
- 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 Service 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.