



Cawdor Castle

We are looking for a Seasonal Visitor Services Assistant for our Ticket Kiosk at Cawdor Castle.

This role is solely customer facing and is essential in the delivery of Cawdor Castles high standards. Being the first point of contact with our visitors, a cheery and friendly disposition is essential along with the ability to stay calm under pressure.

Cawdor welcomes individuals and large groups daily which can lead to a busy entrance gate. You must be organised and able to communicate with our visitors and the Castle staff whilst performing your role.

This is a fast-paced position, (particularly in the summer months) and is integral to the running of the Visitor Attraction. Full training and support will be given and will be provided daily, but this role does require periods of lone working.

Training will also be given as part of the interior Visitor Services team and the ideal candidate would be happy to assist in the Castle when necessary.

The Visitor Attraction will be opening to the public on Saturday 29th April and will close on October 1st 2023.

The role requires full day shifts of 9.30am to 5.15pm (lunch break provided).

This role could suit someone looking for either a part-time position (2-3 days a week) or a full-time position (4-5 days a week). Please note half day working will not be considered for this role.

- Checking and selling tickets for entrance into the castle and gardens using our booking system and EPOS
- Cash/card and invoice handling
- 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, and the various account/payment methods
- Monitoring the Main Gate
- Ensuring the Ticket Kiosk is kept clean and tidy
- Working together with staff in other departments to deliver a high standard of visitor experience