

Cawdor Castle Limited

JOB AND PERSON SPECIFICATION

Job Title	Visitor Services Assistant
Hours of Work:	Generally 0930 – 1715
Rate of Pay:	Dependent on age
Location:	Cawdor Castle

Job Purpose

Cawdor Castle welcomes a high number of individuals and groups daily which can lead to a busy entrance. This role at the Ticket Kiosk is the first point of contact with our visitors. A cheery and friendly disposition is essential along with the ability to stay calm under pressure.

This role is solely customer facing and is essential in the delivery of Cawdor Castle's high standards. You must be organised and able to communicate clearly and effectively with our visitors and the Castle staff whilst performing your role. The ideal candidate must be able to multi-task.

This is a very 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 role requires full day shifts of 9.30am to 5.15pm with a 30 minutes lunch break, however you will be required to start earlier on some days.

This role would 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 is not suitable for this role.

Main Responsibilities

- Self-brief daily to have an awareness of and get organised for the requirements ahead.
- Have a sound knowledge of various ticket offerings, prices, site rules and FAQs.
- Communicate clearly and effectively face to face and via telephone and radio.
- Check, sell and redeem tickets for entrance to the castle and gardens using our till system.
- Handle cash, card and voucher payments.
- Provide visitors with all information, maps and guidance needed for their visit.
- Deal tour leaders, taxi drivers and large groups of visitors.
- Monitor the main gate and keep this area clean, tidy and presentable.
- Clean, move, store and distribute our Audio Guide devices.
- Work with other departments to ensure that standards of service are met across the business.
- Present in a welcoming, friendly and professional manner at all times.
- Any other reasonable duties as required by your line manager to support the needs of the business.