

Cawdor Castle Limited

JOB AND PERSON SPECIFICATION

Job Title	Visitor Services Assistant
Hours of Work:	Full day shifts generally 0930 – 1730 Half shifts vary to cover mornings, lunch period or afternoons.
Rate of Pay:	Dependent on age
Location:	Cawdor Castle

Job Purpose

To welcome visitors onto the castle tour, ensuring their safety and enjoyment of their visit. Maintaining the security of the Castle and its contents.

You will need to be confident interacting with the public, and feel comfortable speaking to customers of any age who visit us from all over the world.

Visitor Services Assistants in this role are expected to eventually lead Guided Tours in time once sufficient knowledge has been gained. Full training and support will be given, so you need a willingness to learn, a friendly and welcoming disposition, and a passion for providing a memorable and enjoyable experience to our visitors.

Main Responsibilities

- Welcome visitors to Cawdor Castle both inside and outside the building.
- Help to orientate visitors ensuring their safety and answer any questions they may have about the castle as best you can.
- Monitor the security of the castle using the CCTV, alarm panel and handheld radio.
- Maintain cleanliness of workspace and the Castle tour, which will include dusting and Hoovering.
- Have confidence in enforcing site regulations and monitoring group sizes.
- Assist visitors with mobility issues as and when required.
- Communicate clearly and effectively with the Operations Team via telephone and radio.
- Promote and cross sell other Castle outlets and events.
- Regularly monitor our Audio Guide devices and assist in their cleaning, storage and rotation.
- 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.