



## DUNNOTTAR CASTLE

### **Dunnottar Castle – Deputy Custodian Job Description**

#### **Dunecht Estates**

Dunecht Estates extends over c 50,000 acres in Aberdeenshire and Kincardineshire. Dunecht is a diverse rural property based business with in-hand farming, let farming, let houses, commercial lets, forestry, mineral interests, sportings (including ground shooting, pheasant shooting, stalking and salmon fishing) and Dunnottar Castle which is managed as a tourist attraction. The Estates are owned by The Hon. C.A. Pearson and Trusts for his two children.

The Estates are managed from the Estates Office in the village of Dunecht. The Office is adjacent to the Dunecht Works Yard and forms the centre of the business. An in-house management team operates from the Estates Office and additionally the business employs a maintenance team of foresters, gamekeepers etc. In total there are 55 full time members of staff.

#### **Dunnottar Castle - Background**

Dunnottar is one of Scotland's most iconic Castle's, and is currently graded as 4 star by Visit Scotland. The Castle, a ruined cliff top fortress located over 150 ft above the North Sea on an enormous flat topped rock and has been a stronghold since Pictish times.

Its importance in Scotland's history spans the ages. One of the most well-known chapters of the Castle's history is its role in the saving of the Scottish Crown Jewels "The Honours of Scotland" from Cromwell and his army.

Also in 1685, 122 men and 45 women (covenanters), whose crime was their refusal to acknowledge the King's supremacy in spiritual matters were imprisoned with little food and no sanitation from 24 May until the end of July in the gloomy, airless cellar known as the "Whig's Vault".

As the home of the Earls Marischal, the Castle played host to many members of the Royal family including Mary Queen of Scots. The role of Earl Marischal was one of the three great offices of State, along with the Constable and the Steward. The Earl Marischal had specific responsibility for ceremonial events, the Honours of Scotland and for the safety of the King's person within parliament.

Dunnottar is designated as a Scheduled Ancient Monument, and there are therefore restrictions on any works that can be carried out to the Castle.

The Castle attracted over 130,000 visitors in 2019.

#### **Duties**

##### **Property Maintenance**

- To assume responsibility for managing the Castle in the Custodian's absence.
- Opening/closing the designated areas of the Castle to the public in accordance with agreed opening and closing times.

- Monitoring of condition of all areas of the Castle during duties, being mindful of conservation/preservation and health and safety aspects, raising perceived issues with management team/maintenance supervisor as necessary.
- Cleaning of the Castle toilets and other areas in accordance with agreed policy.
- Carrying out basic property maintenance tasks, such as gardening, as required.

#### Health and Safety

- Making the public aware of any activity which may be unsafe or unsuitable given the Castle's cliff top location.
- Closing the Castle in periods of bad weather if unsafe to open/remain open, all in accordance with agreed procedures.
- Reporting any accidents in accordance with agreed policy.
- Assist in the overseeing/management of Castle staff health and safety,

#### Retail, Finance and Business Management

- Collecting entrance fees and other sales income from the public in accordance with agreed policy.
- Selling postcards and guidebooks.
- Promoting the brand at every opportunity.
- Banking taking and accounting for same in accordance with agreed practice.
- Oversee Castle online group booking system

#### Promotion and PR

- Answer questions from the public.
- Respond to/deal with customer email and telephone enquiries.
- Assist with maintaining regular Castle social media activity including responding to comments and messages.
- Assist Custodian with wedding parties and film companies and any other organised pre-arranged groups visiting the Castle.

#### Staff Management

- Assist Custodian with recruiting, overseeing and assisting summer staff in fulfilling their duties.
- Assist Custodian with compiling and co-ordinating staff rota in accordance with business demands and requirements.
- Assist Custodian with management of staff clothing requirements.

#### **Key Skills**

- Communication, verbal and written
- Problem solving
- Staff leadership/management
- Application of numbers
- Proficient in the use of Microsoft office packages including word and excel as well as email and online systems and application for the creation and posting of social media content.
- Social media
- Able to work on your own initiative and as part of a team
- Customer service experience, including dealing with difficult situations
- Motivation, enthusiasm and initiative
- Flexibility and adaptability
- Full driving licence

- Experience in the tourism sector desirable

### **Remuneration**

Salary – £28,000/annum.

Contributory pension.

29 days holiday/annum.