

# JOB DESCRIPTION

**JOB TITLE:** Castle Storyteller, Fixed Term Contract 2022

**LOCATION:** Blair Castle, Blair Atholl, Pitlochry, Perthshire

**EQUALITY IN THE WORKPLACE:**

Blair Castle is an equal opportunities employer which is neutral to age, gender, race, disability, sexual orientation and religion or belief.

**RESPONSIBLE TO**: Directly to the Head Guide and the Operations Manager

**MAIN PURPOSE:** To provide the highest standard of customer care for individual and group visitors and assist with the security of the Castle and its exhibits. A smart appearance and personable manner are essential.

**MAIN DUTIES**:

1. To welcome groups and individual castle visitors and assist the castle team in providing a 5 Star visitor experience.
2. To conduct guided tours as requested (full training given), deal with visitor enquiries and support interpretation activities as they arise throughout the season (training provided as required) e.g. seasonally themed tours, children’s holiday activities, special event days, etc.
3. Upsell and cross-sell specific products to ensure sales targets are met e.g. guide books.
4. Assist in the delivery of marketing and sales initiatives as directed by the Head Guide and Operations Manager.
5. Assist and support ticketing staff in meeting and greeting visitors, sales and checking tickets, as required.
6. To contribute to the security of the castle, its contents and the safety of its visitors and staff.
7. Working closely with castle administration personnel and complying with directives and requests as appropriate
8. Provide assistance to and support teams within the castle enterprise as required, including reception, retail, housekeeping and administration teams.
9. Comply with health & safety directives and organisational policy, including regular fire drills.
10. Comply with organisational policy for green tourism and recycling policies.
11. Attend team meetings and training sessions as required including afterhours sessions – reasonable notice is given and staff are paid for their time.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

**WORKING CONDITIONS:**

Term of Appointment: This is a seasonal position during the main opening season, which is from 1st April 2022 -31st October 2022 – dates will be specified at the time of offer - different length contracts are available to reflect the demands of the season.

Hours: The Castle is open seven days a week in the main season. Staff work on rotas arranged throughout the week. Flexibility is required to meet the changing demands of the season. Guiding shifts are usually arranged between the hours of 9.30 am to 5.30 pm. Special event days and evening functions also require staffing and staff will be informed at least 2 weeks in advance of non-routine working hours. Staff may also request to be considered for extra hours as and when available.

Breaks: Usually 30 Minutes for lunch unpaid, plus one other 15 minute paid break, depending on length of shift.

Uniform: Uniform is provided: currently skirt/blouse/sweater for females, tie/shirt/tartan trousers/sweater for males, subject to availability. Uniforms remain the property of Blair Castle and must be returned in a clean state when employment terminates. Staff to provide their own plain black shoes or boots. Females’ tights/socks should be plain and either flesh or dark coloured, males’ socks should be plain and dark coloured. A clean,

smart appearance is essential at all times.

Gratuities: Any gratuities received must be handed in to the Reception Desk. The total amount is shared at the end of the employment on a pro-rata basis.

Holidays: Paid holidays are granted pro rata on the full time equivalent basis of 28 days per year (including public/bank holidays). Usually up to 5 days may be taken when due during the season with at least one month’s notice and the prior approval of the Operations Manager. No holidays will be granted during July and August. The balance is granted as paid time after the Castle closes for the winter or when employment terminates, if sooner.

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**Signature: ……………………………………………………………….**

**Date: ……………………………………………………………………..**