**Kelburn Castle and Estate Visitor Assistant**

**Location:** Kelburn Estate, Fairlie, Largs, KA29 0BE

**Salary:** Hourly wage, dependant on age and experience in the region £5.28 for 16 and 17 year olds, through to £10.18 for those over 21 years of age.

**Terms:** Flexible/Seasonal

Kelburn is looking for friendly and hardworking individuals to join our team of Visitor Assistants. Visitor Assistants at Kelburn are an essential part of the team and ensure the smooth and safe operations in Admissions, Car Park Pay Box, Castle Tours, Retail, Events and Hospitality.

We are recruiting for 4 roles and these can be based either in hospitality, assisting with the set up and smooth operations of our Yurts and Campsite, or in our Shop, Admissions and Car Park entry point.

**Purpose**

The purpose of the role of Visitor Assistant at Kelburn is:

* To always provide a consistently high standard of visitor care.
* To welcome visitors to the site and processing their car entry /admission/retail purchase in a friendly, efficient and knowledgeable manner.
* To answer visitors’ queries about the site and the local area.
* To provide information about the site, its history, contents, offers and merchandise.
* To always maintain excellent standards of site and personal presentation, including wearing uniform, event specific dress, and any required PPE.
* To ensure the general ongoing operational cleaning of all areas as necessary, this includes: toilet cleaning, emptying waste bins and as appropriate vacuum cleaning, mopping, sweeping, dusting and polishing when required.
* To ensure site is ready to open.
* To report all issues of damage and wear and tear to the relevant Manager.
* To ensure all accidents and incidents are logged.
* To promote our range of products including upselling of events.
* To adhere to all financial procedures including till operations and safeguarding of monies.
* To assist in the set up and change over of our Yurts, such as stripping and making beds, shower cleaning, delivering fire wood, ensuring that the communal Bothy is clean and tidy (e.g. fridge cleaning, dishes, cleaning of cooking facilities, ensuring stove is swept).

**Knowledge, Skills and Qualification**
• No formal educational qualification required.

**Skills, Experience & Knowledge**
**Essential**
• Demonstrable experience in a customer-facing role: sales or ticketing/ event/ admissions/ holiday accommodation and/or retail.
• Experience in EPOS style till operation, confidence undertaking till-work and reconciliation.
• Excellent cash handling skills.
• Excellent “front of house” approach.
• Excellent selling skills – adaptable to customer type and product.
• Demonstrable excellent time management skills and the ability to prioritise.

**Desirable**
• Experience in a heritage/tourism environment.
• Experience in working in a hospitality setting.
• A full UK driving licence

This job description reflects the requirements of the job at the time of issue. Kelburn reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

**To Apply:**

Please send your CV and Equal Opportunity Monitoring Form, and a covering letter detailing your suitability for the role to Dr Alison Burke – admin@@kelburnestate.com - by 5pm on 6 March. Interviews on Sunday 12th and Monday 13th March.