



HEAD OF VISITOR EXPERIENCE

PASSIONATE ABOUT CREATING MEMORABLE EXPERIENCES & DEVELOPING A TEAM

We are looking for an energetic, proactive and resilient individual to join our senior leadership team as head of visitor experience. Our experience offers visitors from all over the globe an opportunity to learn about a world class product in a world class environment. We pride ourselves on delivering exceptional customer service, tailored to individual customers' needs, in a welcoming and relaxed atmosphere.

What about you?

You will have a proven track record of managing a team in a busy environment and a flair for leadership and organisation are essential. Prior experience in the tourism or Scotch whisky industry is not necessary but would be an advantage. You will also be:

- A confident leader with strong commercial awareness and a keen eye for detail.
- An engaging and approachable communicator with a warmth of spirit.
- An inquisitive and proactive learner with a thirst for knowledge.
- An inspiring mentor and a motivational and encouraging coach.
- A flexible team leader who embraces change and is determined to raise the bar of excellence.

What will you be doing?

- Maximising sales in both the tour and bar.
- Ensuring all 5-star standards are upheld and improved upon at every opportunity.
- Coaching and developing your team to ensure they reach their full potential.
- Leading by example ensuring every customer has a memorable experience.
- Collaborating with other departments ensuring the seamless running of our business.
- Working with our operations director to agree the strategic direction of the department.
- Championing [our culture](#) and [values](#) in all aspects of your role.

Contract full time, 36.25 hours per week
Hours rota based, includes evenings & weekends
Salary from £35,000 dependent on experience



What about us?

Our vision is to make the world fall in love with Scotch whisky. We are a team of friendly and passionate storytellers who inspire, enthuse, educate and impassion our visitors about Scotch whisky in all that we do. Why not have a look around our website to learn more about what we do.

Interested?

Do you think you have something to bring to our team? Then we'd love to hear from you. [Tell us why you'd love to join our team!](#)



We can't wait to meet you!