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|  | **HIGH LIFE HIGHLAND****JOB DESCRIPTION** |

**JOB TITLE**: Assistant Manager – Visitor Services

**SALARY**: £31,966 - £35,497 per annum

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**WORKING HOURS:** 37 hours per week including evenings, weekends and bank holidays

**HOME-WORKING:** This post is not suitable for home-working

**LOCATION:** Inverness Castle Experience

**RESPONSIBLE TO:** Visitor Services Manager

**JOB PURPOSE:** The role will focus on supporting the Visitor Services Manager, deputising in their absence. Working positively and collaboratively with the wider Inverness Castle Experience team and High Life Highland. Support the delivery of a visitor experience which reflects the Inverness Castle brand and caters to the visitors and local markets.

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| **KEY DUTIES AND RESPONSIBILITIES INCLUDE:** |
| 1. Actively promote a positive and collaborative workplace culture that supports the Charity’s purpose of Making Life Better and i-care values to increase morale, productivity and performance.
2. Responsible for the day-to-day management and successful delivery of visitor services at Inverness Castle Experience, including events.
3. Support the Visitor Services manager with managing of all staff employed in visitor services at Inverness Castle Experience, deputising in the Visitor Services Manager's absence.
4. Ensure all areas of the visitor experience are presented and working as per the agreed requirements, carrying out regular inspections and taking corrective action where needed These include but are not limited to;
	1. Audio Guides
	2. AV Systems
	3. Displays and object presentations
	4. Lighting
	5. Emergency Systems
	6. Lifts
	7. Toilet facilities
	8. All front of house areas
	9. Grounds and Gardens
5. Engage with all suppliers as required for the successful delivery of visitor services, including supporting the managements of the EPOS system, stock ordering, related administration, stock counts, processing deliveries and maintaining accurate stock and equipment records.
6. Liaise with all customers, teams and management that are involved with booking events at Inverness Castle Experience.
7. Signpost visitors to highland wide attractions and areas of interest.
8. Assist with the promotion and delivery of events and activities at Inverness Castle Experience and across the highlands, as appropriate.
9. Ensure high performance, service excellence and presentation standards of the staff and visitor services are maintained at all times, engaging with customers, building rapport, enhancing their experience and resolving any issues positively, professionally and promptly.
10. Assist with providing appropriate support for customers, according to the needs of individuals and different groups.
11. Confidently share the "Spirit of the Highlands" stories, (inspired by the Highland landscape, culture, heritage and people) with visitors and groups.
12. Ensure that the financial regulations are followed at all times and to support the Visitor Services Manager in monitoring the budget, reducing costs and increasing income where possible.
13. Consult with customers and staff on the operation of visitor services and to ensure the Visitor Services Manager is informed of any issues or improvements that may contribute to the effectiveness, security or efficiency of the visitor experience.
14. Follow the Inverness Castle Experience Visitor Services plans, actively contribute and implement.
15. Assist with the monitoring and collation of performance statistics and other administration or returns as required.
16. To be a key holder and ensure the security procedures are complied with at all times and respond to out of hours calls when required.
17. To deputise for the Visitor Services Manager when required and take on the role of Duty Manager with site wide responsibility.
18. Provide first aid as and when needed, in accordance with training and procedures. (training will be provided)
19. Work on a rota basis, including evenings, weekends and bank holidays.
20. Support the implementation, monitoring and review of health and safety systems of work and policies within the facility (including Normal Operating Procedures, Emergency Action Plans, COSHH, Risk Assessments) and to ensure that all staff are conversant with and adhere to instructions and written procedures at all times.
21. Pursue continuous professional development and contribute to the continuous improvement of Inverness Castle Experience.
22. Attend and undertake any training online or in person.
23. Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.
24. Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness and working cross-functionally across the Inverness Castle Experience team.
25. Undertake all tasks in accordance with High Life Highland policies and procedures, including General Data Protection Regulations, health and safety procedures, relevant checks, reporting any concerns to management to ensure corrective action is taken.

**Other Duties:** You may be required to perform duties, appropriate to the post, other than thosegiven in the job specification. The duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not they justify reconsideration of the grading. As a result of such variations, it will be necessary to update this job specification from time to time April 2025*High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.* |
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|  | **HIGH LIFE HIGHLAND****PERSON SPECIFICATION** |

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**JOB TITLE:** Assistant Manager -Visitor Services

**LOCATION:** Inverness Castle Experience

**ESSENTIAL ATTRIBUTES:**

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following: -

**EXPERIENCE**

* Supervisory experience of visitor services in a high-volume environment
* Proven track record of working at pace, responding to sales performance and handling multiple priorities
* Practical experience in the use of EPOS within a visitor services environment
* Competent user of Microsoft Office products
* Experience of working within a visitor experience, cultural or hospitality venue business. (Desirable)

**EDUCATION AND QUALIFICATIONS**

* Qualification in relevant subject would be desirable or equivalent experience
* First aid at work certificate (Desirable)
* Health and safety certificate (Desirable)

**SKILLS / ATTRIBUTES GENERAL**

* Good communication skills both written and oral
* Self-motivated individual who will work under own initiative
* Numeric skills with the ability to interpret financial data and IT competence
* Ability to handle sensitive situations appropriately and with discretion
* Has a high standard of performance
* A clear understanding of customer needs

**SKILLS / ABILITIES SPECIFIC TO THE POST**

* Well-organised and detail-oriented, with a methodical approach to visitor services operations and supporting the development and implementation of visitor service systems
* The ability to work flexibly including evenings and weekends to meet the demand of the service
* Strong understanding of Health & Safety in the workplace
* Strong organisational and leadership skills
* Ability to multitask and problem solve with excellent time management skills
* Knowledge of the visitor attraction/experience/hospitality industry with a demonstrable passion for highland storytelling, the highland area and all it has to offer and delivering high-quality visitor experiences
* Knowledge of supply chain, supplier negotiation and health and safety
* The commitment to deliver on High Life Highland’s i-Care people values: integrity, community, accountability, respect and example.
* The ability to generate enthusiasm and commitment to strategies, vision and values

**INTERPERSONAL AND SOCIAL SKILLS**

* Diplomacy skills with ability to maintain confidentiality
* Ability to relate well to staff and customers
* Enthusiastic and dynamic personality with ability to motivate and inspire others

April 2025