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

**JOB TITLE**: Visitor Experience Assistant (Retail, Food & Beverage or Visitor Services)

**SALARY**: £13.64 per hour

**LOCATION:** The Inverness Castle Experience

**HOME WORKING:** This role is not suitable for home working

**RESPONSIBLE TO:** Retail, Food and Beverage Visitor Services Manager

(You will be assigned a single manager to report to)

**JOB PURPOSE:** To help every visitor feel welcome, supported and inspired during their time at The Inverness Castle Experience. Whether working in either food and beverage, retail or visitor services, you’ll play a key part in delivering excellent service, maintaining high standards across public areas, and ensuring each visit is safe, smooth and memorable.

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

1. Promote a positive and collaborative working environment that reflects High Life Highland’s i-care values and supports the Charity’s purpose of Making Life Better - helping colleagues feel valued, work effectively together, and deliver great experiences for our visitors.
2. Deliver a high standard of customer service in your assigned area of work, whether that’s visitor services, retail or food and beverage, and contribute to the wider team by supporting other areas when operational needs require it.

1. To ensure service excellence and professional presentation standards are always maintained, engaging with customers, building rapport, enhancing their experience and resolving any issues positively, professionally and promptly.
2. Ensure your work area is always kept safe and secure by following site procedures, staying alert to potential risks, and reporting any incidents, hazards or concerns in line with our health and safety policies.
3. Assist with the delivery of group visits and private functions by preparing spaces, providing a welcoming presence during the event, and supporting with clear-up afterwards.
4. Maintaining accurate records and carry out administrative tasks as required.
5. Operate till systems, booking platforms and other relevant tools, including processing payments, confidently and accurately in line with training and procedures.
6. To assist with ensuring the security and safety of the Inverness Castle Experience and its grounds, in liaison with all other staff.
7. Ensure high standards of cleanliness across public areas, including toilet facilities, by reporting issues promptly and carrying out routine tasks where appropriate, in conjunction with our dedicated cleaning team.
8. Attend and undertake any training online or in person.
9. Contribute to our commitment to sustainability by working in an environmentally responsible way - including minimising waste, conserving resources, and supporting our Green Tourism goals.
10. Work on a rota basis, including evenings, weekends and bank holidays.

**Other Duties:**

You may be required to perform duties, appropriate to the post, other than thosegiven in the job specification. The particular 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 themselves justify reconsideration of the grading. As a result of such variations, it will be necessary to update this job specification from time to time.

May 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** |

**JOB TITLE:** Visitor Experience Assistant (Retail, Food & Beverage or Visitor Services)

**LOCATION:** Inverness Castle Experience

**ESSENTIAL ATTRIBUTES:**

To help us deliver a fantastic visitor experience, we’re looking for people who bring enthusiasm, a team spirit and a genuine desire to work with people. If this sounds like you, this is what we would love you to bring:

**EXPERIENCE**

* You’ve worked in a busy, customer-facing environment before and enjoy being part of a team that pulls together to get things done

**EDUCATION & QUALIFICATIONS**

* A customer service qualification is a bonus, but not essential – we value experience and attitude just as much.
* A Food Hygiene certificate is helpful, but if you don’t have one, we’ll provide the training you need

**SKILLS/PERSONAL QUALITIES FOR THE ROLE**

* You will enjoy talking to people and making them feel welcome
* You’ll be friendly and approachable and bring a positive attitude to work each day
* You will communicate clearly and confidently with others
* You pay attention to detail and take pride in doing a great job
* You will be open to learning new things and keen to grow in the role
* You understand the importance of working safely and
* You can work well as part of a team, but is also happy to work independently when needed
* You are self-motivated and able to stay focussed without needing constant supervision
* You’ll demonstrate a genuine interest in The Inverness Castle Experience and the Highlands – we love sharing our passion with our visitors!