



Job Description

Castle Guide & Visitor Assistant

Accountable to: Castle Custodian
Location: Dunvegan Castle & Ticket Office, Isle of Skye IV55 8WF

Dunvegan Castle & Gardens is an iconic part of Scotland's heritage at the heart of the 41,000-acre MacLeod Estate on the Isle of Skye. As the ancestral home of the Chiefs of Clan MacLeod for 800 years, Dunvegan is a multi-award-winning 5* heritage attraction, acting as a magnet for an average 180,000 visitors per year. As a major visitor attraction on the island, we operate with a diverse and friendly team who share our passion to preserve, develop and share this unique part of Highland history with our visitors.

We are looking for Castle Guides & Visitor Assistants to join our team and welcome visitors during the season. Your daily tasks will vary from answering visitors' questions and sharing your knowledge about the castle and its history, to ensuring the safety of the castle and its collection, overseeing crowd management and visitor flow in the castle. This role is varied and involves taking groups on castle guided tours, queue busting at the Castle Ticket Office and some cleaning duties.

We expect you to be a welcoming, self-motivated, and practical individual with the ability to remain calm under pressure and manage high visitor volumes while at the same time ensuring the castle collection is secure and reducing the possibility of any damage caused by visitors inside the castle. The ideal candidate will have excellent front of house and communication skills. Training will be provided regarding the castle, its history and collection, IT systems, but a personal interest in Highland history in general is desirable, especially as you will be asked questions by visitors.

RESPONSIBILITIES:

Your principal duties will consist of but are not limited to the following:

- As an ambassador of Dunvegan Castle & Gardens, extend our trademark warm Highland Welcome to our visitors.
- Provide our visitors with accurate and up-to-date information and guidance and ensure that a consistent 5* level of customer service is provided.

- As the primary point of contact for our visitors, first impressions count. You will actively engage with and cross-promote the rest of the estate's offering to our visitors.
- Provide our visitors with information whenever asked and have a calm proactive approach to conflict resolution.
- Assist with the castle's daily operations, and act as line manager of the castle team in the absence of the Custodian.
- Assist the Custodian with the staff rota and the schedule of the daily castle guided and/or private tours, and to solve any issues arising following unexpected staff absence as required.
- Proactively managing the castle visitor flow, address any visitor complaints or issues that may arise with visitors and/or castle staff.
- A team player willing to support to your colleagues in a busy environment, maintain regular communication with the Custodian, work colleagues, and other departments to ensure visitor operations run smoothly. This includes being in regular contact with Ticket Office and the Seal Trips Ticket Office to check queue times, capacity, and interruption due to adverse weather or sea conditions etc.
- Encourage visitors to leave their reviews on our Google, TripAdvisor business listings etc.
- Complete any tasks assigned by Custodian in a timely and efficient manner and raise any issues or circumstances which may adversely impact the castle and its collection, its visitors, and staff members in a timely manner.
- Monitor the castle's access points and report any suspicious activity. Take all reasonable precautions as directed to secure contents and other valuables and equipment.
- Ensure there are sufficient stocks of items such as castle guidebooks, castle & garden tickets, Visitor Information Leaflets, and orientation maps.
- Be accountable for their own development through regular meetings with their line manager.
- Ensure the workspace is always kept clean and tidy for both yourself, colleagues, and our visitors.
- Complete all necessary records and documentation legibly and correctly. Issue prompt dispatch of returns to your line manager, including timesheets and daily cash summaries as and when required.
- Follow and enforce the MacLeod Estate's Health & Safety policy, fire drills, and the castle depts. security protocols. Ensure that the various protocols affecting visitors, which are essential to the safekeeping of the castle and its historic collection, are applied in a sympathetic manner to reflect the inclusive values of the MacLeod Estate.
- Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.
- Abide by the terms of their contract of employment and the MacLeod Estate's policies and procedures.

This is a non-exhaustive list. Occasions may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the MacLeod Estate.

QUALIFICATIONS:

- Experience in a customer-focused position in a dynamic working environment
- Strong interpersonal and communication skills.
- Good general education (GSCE or equivalent).

- Cash handling and till experience. Training will be provided.
- A valid driving license.

DESIRED SKILLS:

- Customer-focused personality with strong interpersonal and communication skills.
- Interest in history, conservation, and historic buildings
- Ability to multi-task and resolve issues under pressure.
- Adaptability. This is a varied and interesting role which requires a flexible approach.
- Some experience working in a cultural or heritage environment.
- A foreign language skill is not required but is desirable.