



Senior Castle Guide Job Description

Accountable to: Custodian
Location: Dunvegan Castle & Gardens

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 an award-winning 5* heritage attraction, acting as a magnet for an average 180,000 visitors per year. As a major heritage attraction on the island, we operate with a diverse and friendly team who share our passion to preserve and share this unique part of Highland history with our visitors.

SUMMARY:

We are looking for a Senior Castle Guide to join our team and welcome visitors during the busy open season. As a junior management position, the role is varied and you must be able to adapt as you may find yourself leading private tours, filling last minute gaps in the staff rota, queue busting at the Ticket Office, oversee film crews, ad hoc conservation cleaning duties and additional responsibilities such as line managing the castle guide team to cover the Custodian's days off.

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 good presentation skills. Training will be provided regarding the castle, its history and collection, but a personal interest in Highland history and the region 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 a warm Highland Welcome to our visitors and ensure that a consistent 5* level of customer service is provided at all times.
- 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.
- Follow and enforce Health & Safety policy, fire drills, and the castle departments 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.
- 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.
- 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 tasks out with this job description as may be reasonably requested by the MacLeod Estate.

QUALIFICATIONS:

- Management experience in a customer-focused position in a busy environment.
- Good general education (GCSE or equivalent and above).
- Cash handling and till experience. Training will be provided.
- A valid driving license.

DESIRED SKILLS:

- Customer-focused personality with strong interpersonal and communication skills.
- 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.