



## **Ticket Office Manager Job Description**

**Accountable to:** Castle Custodian  
**Location:** Dunvegan Castle & Gardens Ticket Office

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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 and share this unique part of Highland history with our visitors.

We are looking for a Ticket Office Manager to join the team and manage access for our circa 180,000 visitors during the season. We expect you to be a practical self-motivated team player, and a well organised person with the ability to manage multiple tasks and problem solve under pressure. The ideal candidate will have previous management and till and cash handling experience in a busy environment, as well as unflappable customer facing skills and good presentation skills.

As Ticket Office Manager, you will undertake additional management responsibilities as required, in addition to the standard duties of a Ticket Office Assistant. This position will be full-time from 1st April to 15th October with some overtime on occasion. Onsite staff accommodation can be provided if required.

### **RESPONSIBILITIES**

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

- As the key first point of contact, provide our trademark warm Highland Welcome to all our visitors.
- To manage Ticket Office Assistants and assist the Custodian with staff rotas and lunch covers.
- To sell admission tickets, castle guidebooks and actively promote the rest of the Estate's activities to our visitors.
- Proactively manage the ticket office queues, contacting the Custodian and castle for back-up support at the ticket office if required.
- Deal with any visitor complaints or issues that may arise.
- Act as a point of contact for the team in the absence of the Custodian.
- To ensure all ticket office stock levels are sustained for tickets, guidebooks, visitor maps and replenish as required.
- Oversee and address any issues that may arise for the cash and till reconciliation at the end of each trading day.
- Provide our visitors with general information as required. and expedite conflict resolution.

- Ensure daily cashing up and shut down procedures are adhered to at all times.
- Liaise with the Castle and other departments to share relevant information if needed.
- Enforce and adhere to the estate's Health & Safety, Fire and security protocols.
- Act accordingly to MacLeod Estate policies, especially regarding refund requests.
- Encourage visitors to leave their reviews on our Google, TripAdvisor business listings etc.
- 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.

## **KEY RESULT AREAS:**

### **Sales**

- Sell admission tickets and Dunvegan Castle guidebooks to our visitors.
- Control admissions tickets and ensure visitors are adhering to our various discount schemes and correctly recorded upon entry, including Friends of Dunvegan, Historic Houses and RHS members.
- Be comfortable with cash handling and not afraid to deal with tech issues that may arise.
- Monitor the castle main gate visitor access to prevent and/or report any dubious entry.
- Promote the estate's visitor experiences including Cuillin Coffee Co. at Glenbrittle Campsite.
- Responsible for reconciling cash and all till transactions at the end of each trading day in accordance with current security and accounting protocols.
- 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.
- Take all reasonable precautions as directed to keep secure contents and equipment in the Ticket Office.
- Ensure sufficient stocks of castle admission tickets, visitor plans and leaflets are available in the ticket office and pre-order more in advance before anything runs out.
- Ensure your workspace is kept clean and tidy at all times for both yourself, colleagues and our visitors.

### **Public**

- 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 always provided.
- Maintain a friendly, helpful, and professional disposition for our visitors and your work colleagues.
- Always answer visitor queries and apply a considered approach to conflict resolution.
- Keep up to date with relevant policy, practice and issues affecting Dunvegan Castle and the MacLeod Estate: as the first point of contact for our visitors, it is vital you acquire a good knowledge of the property and its role as a key heritage attraction to provide them with a complete and accurate information. Their visitor experience starts with you.
- Take reasonable care for their Health & Safety and others who may be affected by their acts or omissions at work.
- Cultivate your interest in the wider Highland region, as visitors often ask for guidance about other activities on Skye etc.

## **Liaison**

- A manager and team player willing to support to your colleagues in a busy environment.
- Maintain regular communication with the Custodian, castle guides, work colleagues, and other departments to ensure visitor operations run smoothly. This includes being in regular contact with the Seal Trips Ticket Office to check queue times, capacity, and interruption due to adverse weather or sea conditions etc.
- Bring to the attention of the Custodian any circumstances that may adversely affect the gardens, the castle and its historic collection, its visitors, its staff, including any damage by visitors, adverse climate conditions and pests.
- Be accountable for their own development through regular meetings with their line manager.
- In addition, the post holder shall follow security and Health & Safety protocols. They must adhere to MacLeod Estate policies and procedures and do so in a manner that will reflect well upon the Estate as an organisation that is responsible for our unique heritage.
- All employees must abide by the terms of their contract of employment.

## **QUALIFICATIONS**

- Previous management experience.
- Cash handling and till experience. Training will be provided.
- Previous experience in a customer-facing position in a busy environment

## **DESIRED SKILLS**

- Previous management experience.
- Strong interpersonal and communication skills.
- Customer-focused and friendly personality.
- Ability to deal with conflict and resolve issues under pressure.
- Adaptability. This is a varied and interesting role which needs a flexible approach to deal with group bookings one minute, and a question about the Clan MacLeod or Seal Trips the next.
- A foreign language skill is not required but is desirable.