



ARMADALE

CASTLE, GARDENS & MUSEUM OF THE ISLES

ISLE OF SKYE

JOB DESCRIPTION

Role: Visitor Host based in the Gatehouse	Business Function: Providing a high-quality customer experience
Reports to: Retail Manager	Type of Contract: Seasonal, March to October Part-time and full-time positions available Salary £13 per hour
Location: Armadale Castle, Gardens & Museum of the Isles, Armadale, Sleat, Isle of Skye, IV45 8RS	Last updated: January 2024
Purpose of the role: Working as the first point of contact at Armadale Castle, Gardens & Museum of the Isles you will provide an efficient, friendly and courteous service to our visitors. You will promote the site and its setting. You will ensure the Gatehouse is clean and the shop shelves are stocked and tidy. You will help maximise income from retail and ticket sales. While the role is based primarily in the Gatehouse ticket office and shop, you may also be required to undertake similar duties in the Museum when staff cover is required.	
Competencies: <ul style="list-style-type: none">• Awareness of customer needs• Friendly, welcoming personality• Excellent communication skills• Good team worker• Ability to work under pressure in a busy retail environment• Ability to act as 'ambassador' for our organisation with visitors, the general public and sales representatives calling for the Retail Manager• Attention to detail• Awareness of and compliance with Health and Safety, Fire Safety and security practices and measures	

Experience:

- Experience of working in a busy customer service environment
- Experience of cash handling
- Experience of team work
- Knowledge of the local area

Scope of Role:

- Providing an efficient, friendly and courteous service to visitors
- Greeting customers and selling tickets
- Greeting coach party arrivals
- Selling retail merchandise through customer service skills and product knowledge
- Ensuring that stock levels are maintained and that merchandising guidelines are followed at all times
- Ensuring pricing is up to date at all times
- Answering visitor enquiries about Armadale Castle, Gardens & Museum of the Isles, and the local area
- General housekeeping duties within the retail areas
- Providing front of house cover in the Museum if required
- Any other duties as reasonably required to meet the needs of the business

Technical Knowledge:

- Use of retail tills, though training will be provided
- Familiarity with ICT for general use e.g. email, web, social media

People Management:

- Member of a team
- Ability to take direction

Financial Management:

- Cash handling
- End of day cash reconciliation