



Job Description

Castle Guide & Visitor Assistant

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 a multi-award-winning 5* heritage attraction, acting as a magnet for over 180,000 visitors before the pandemic struck. As a seasonal attraction we operate within a diverse, passionate, and friendly team of both permanent and seasonal collaborators who help preserve and share Scottish culture.

We are looking for Castle Guides & Visitor Assistants to join us and welcome our numerous visitors during the season. Your missions will range from answering visitors' questions and sharing your knowledge about the Castle and Scottish History, to ensuring the safety of the collection and the public and help with crowd management. However, this position is flexible and can involve cash handling or till duties.

We expect you to be a welcoming, self-motivated, and practical individual with the ability to remain calm in front of high volumes of people. You will be able to handle multiple tasks, prioritise, and problem-solve under pressure. The ideal candidate will have previous experience in a busy customer-focused environment and be comfortable with public speaking. An interest in history is a plus.

This position will be full-time, from 1st April to 15th October. On-site staff accommodation can be provided if necessary.

RESPONSIBILITIES

- To welcome all visitors to Dunvegan Castle & Gardens and provide them with accurate and up-to-date information and guidance

- Answer visitor queries and have a capable approach in resolving any conflict that may arise
- Share your knowledge about the castle, the Estate, the clan, or Scottish history in general
- To participate in the schedule of castle guided tours for visitors and groups as required.
- Ensure the safety of both the public and the Castle itself, including its collection.
- Bring to the attention of the Custodian any situations and circumstances that may adversely affect the security of the Castle, its visitors, its staff members, or its contents.
- Occasionally assist to ensure the overall cleanliness of the premises
- Adhere to the Estate's Health & Safety, security protocols and MacLeod Estate policies

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, such as Ticket Office responsibilities.

KEY ACTIVITIES:

The post holder shall undertake the following:

As an ambassador of Dunvegan Castle & Gardens, always project a friendly, helpful, and polite disposition.

Extend our trademark warm Highland welcome to visitors and to ensure a consistent and exceptional level of customer service is provided to all.

Always project a friendly, helpful, and professional image.

Do your best to answer visitor queries and have a capable approach to conflict resolution.

Acquire a good knowledge of the property and the MacLeod Estate's role as a key heritage visitor attraction, as well as keep up to date with relevant policy, practice and issues affecting the Castle and the estate, to ensure every visitor is provided with accurate and up-to-date information.

Cultivate your interest for the region, as visitors often ask for guidance about activities or shops in the surroundings.

Ensure that the various protocols affecting visitors, which are essential to the safekeeping of the Castle and its contents, are applied in a sympathetic manner to protect the image of the MacLeod Estate.

Complete tasks assigned by Custodian, these tasks being likely to change daily.

Monitor the Castle's access point and prevent and report any suspicious entry.

Take all reasonable precautions as directed to keep secure contents and other valuables and equipment.

Bring to the attention of the Custodian any situations and circumstances that may adversely affect the conservation of the Castle, its visitors, its staff members, and its contents, including any damage by visitors, adverse climate conditions and pests.

Complete all necessary records and documentation legibly and correctly and carry out prompt dispatch of returns to line manager, including time sheets and daily cash summaries as and when required.

Ensure the sufficient stocks of any documentation or items necessary.

Ensure the cleanliness and tidiness of your workspace as to guarantee its good functioning and by respect for the visitors, your colleagues and yourself.

Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.

Be accountable for their own development through regular meetings with their line manager.

Be a team player willing to support to your colleagues in a busy environment and work in close co-operation with other members of the estate team.

Maintain close liaison with Custodian, colleagues, and other departments to ensure visitor flow and good relevant communication.

In addition, the post holder shall follow security and health and safety protocols. They must always 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 unique and irreplaceable Highland Heritage. All employees are expected to work within the terms of their contract of employment.

QUALIFICATIONS

Experience in a customer-focused position in a busy environment

Strong interpersonal and communication skills

Good general education (GSCE or equivalent) or experience in a cultural or heritage site

DESIRED SKILLS

Adaptability

A people person and customer-focused personality with a can-do positive approach

Ability to deal with visitor complaints and resolve issues using their own initiative

Interest in history, conservation, heritage buildings and gardens

A foreign language skill is not required but is always an asset!