



JOB DESCRIPTION

Visitor Operations Post

Band – A (£16,800-£17,914 pro rata)

Main Duties

Monument Presentation

- Work as part of a team to ensure that the monument is properly presented to meet all our opening time commitments, functions and events, education, Group Bookings and specialist interest visits, as required. Report any maintenance issues requiring attention to the relevant Works Manager.
- Carry out routine tasks as required by the monument manager (MM) or specified in the cleaning/maintenance schedule for the monument.

Management of Resources & Compliance

- Assist MM with face to face contact with potential wedding clients and wedding communications/bookings for the site in line with procedures (Weddings sites only)
- Comply with all HR, Retail cash and stock handling procedures compliance with all guidance and procedures for fire, health, safety and staff welfare.
- Assist MM to ensure that sell by dates on consumables are monitored weekly and reported to the DVOM monthly.
- Assist MM to conduct stock adjustment counts as required.
- Receipt retail stock deliveries on the VAS system within 24 hours of receipt.
- To ensure that your timesheet and T&S claims are completed monthly and are accurate and submitted to DVOM to meet monthly processing deadlines.
- To ensure annual leave, special leave etc. requests are made to the MM and that slips are submitted on time and accurately as per the procedure

Health & Safety Management

- If onsite alone, comply with Lone Working procedures.
- To ensure the security the site, buildings and contents
- Monitor and comply with all H&S procedures/guidance relevant to the site an HS
- To work as part of a team to ensure that the routine fire checks/test of extinguishers, emergency exists and any evacuations are completed without fail and recorded in the site log book.
- To transport visitors, staff and stock etc. safely to and from the island (Boat sites).
- To follow correct procedures to ensure safe operation of all equipment, including the water pump and generator (Boat sites).

Team Communication and Participation

- To proactively communicate with colleagues to ensure good team working to ensure good performance, standards and consistency of the team.

- Actively support HS seminars, Events, Functions and Promotions.
- Work as part of a team to ensure that the GTBS award VisitScotland grade are maintained and participate in local action plan delivery.
- Support the MM working with the RTCM and NTCM, on partnership and community engagement initiatives and projects, including weddings, events, tourist signposting schemes etc. (as required)

Corporate Objectives

Delivering our business by:

- Maximising commercial opportunities and capitalising on income generating opportunities.
- Leading and motivating teams to deliver an exceptional level of service to visitors.
- Ensuring that the health and safety of staff, visitors and contractors is paramount at all times.