

JOB DESCRIPTION

JOB TITLE: Reception Team, Fixed Term Contract 2011

LOCATION: Blair Castle, Blair Atholl, Pitlochry, Perthshire

EQUALITY IN THE WORKPLACE:

Blair Castle is an equal opportunities employer which is neutral to age, gender, race, disability, sexual orientation and religion or belief.

RESPONSIBLE TO: Directly to Reception Supervisor and Duty Manager

MAIN PURPOSE: Greeting visitors, selling and checking tickets, operating a computerised till & data capture system, cash handling and record keeping. Supervising car and coach parking and assisting with visitor flow management. To provide the highest standard of customer care for individual and group visitors and assist with the security of the Castle and its exhibits. A smart appearance and personable manner are essential.

MAIN DUTIES:

1. Meeting and greeting visitors, dealing with enquiries and assisting the castle team in providing a 5 Star visitor experience
2. Selling and checking tickets and the associated cash handling, credit card processing, etc., using appropriate equipment and technology.
3. Reconciliation of cash at day end and appropriate reporting.
4. Ensuring the security of all cash and payment vouchers at all times.
5. Working closely with castle accounts and administration personnel and complying with directives and requests as appropriate.
6. Maintaining accurate and up to date records at all times including special ticket sales, complimentary tickets and database information, etc
7. Administration as required including help to maintain/photocopy stationery and equipment stocks.
8. Assisting in the delivery of marketing and sales initiatives as directed by the Reception Supervisor and Duty Manager.
9. Assist with maintaining the security and safety of visitors, staff, the Castle and its contents.
10. Assisting and supporting floor guiding staff in maintaining a high level of customer interaction for which an understanding of the Castle and its contents is required.
11. Provide assistance to and support teams within the castle enterprise as required, including guiding, housekeeping, retail and administration.
12. Comply with health & safety directives and organisational policy, including regular fire drills.
13. Comply with organisational policy for green tourism and recycling policies.
14. Attend team meetings and training sessions as required including after hours sessions – reasonable notice is given and staff are paid for their time.

WORKING CONDITIONS:

Days of Employment:

This seasonal position is based on a rota system which includes some weekends and is usually based on no more than 5 days on duty with 1 or 2 days off. Staff are informed of their working rota no less

than 2 weeks in advance. Rotas are based on the seasonal demands of visitor numbers and special events but staff will usually work at least 32 hours a week. Flexibility is required by all team members to assist with peak visitor periods and special events.

The season commences on Friday 1st April 2011 and continues until 28th October 2011. Induction training commences on Wednesday 30th March. Shorter term contracts are also available and are agreed on an individual basis.

Hours of Employment:

The Castle is open daily between 9.30 am and 5.30 pm and working hours are arranged usually within these times, with some staff starting from 9.00 am onwards as required. Special event days and evening functions also require staffing and staff will be informed at least 2 weeks in advance of non-routine working hours. Staff may also request to be considered for extra hours as and when available.

Breaks:

An unpaid lunch break of either 30 or 45 minutes can be taken at a time arranged by the Reception Supervisor. During the peak 6 weeks (usually between July and August) a 30 minute lunch break will be stipulated to ensure full staffing as appropriate. There is also one other paid 15 minute break a day - times arranged by Reception Supervisor.

Pay:

To be confirmed

Uniform:

Uniform is provided: currently skirt/blouse/sweater for females, tie/shirt/tartan trousers/sweater for males, subject to availability. Uniforms remain the property of Blair Castle and must be returned in a clean state when employment terminates. Staff to provide their own plain black shoes or boots. Females' tights/socks should be plain and either flesh or dark coloured, males' socks should be plain and dark coloured. A clean, smart appearance is essential at all times.

Holidays:

Paid holidays are granted pro rata on the full time equivalent basis of 20 days per year. Up to 5 days may be taken when due during the season with at least one month's notice and the prior approval of the Head Guide/Duty Manager. The balance is granted as paid time after the Castle closes for the winter/when employment terminates if sooner.

Accommodation:

If required, shared accommodation may be available. A charge of £30 per week is charged. Further details available on request

Gratuities:

Any gratuities received must be handed in to the Reception Desk. The total amount is shared between all staff at the end of the season according to the number of days and hours worked.