



The MacDougall of Dunollie Preservation Trust

Visitor Services Assistant | Job Description (x2 Posts Available)

7 month contract | Up to 32.5 hours p/w | £10 per hour

Working Pattern: To be agreed with the postholder

Location: Dunollie Museum, Castle & Grounds, Oban, Argyll

www.dunollie.org

Start Date	End Date	Application Deadline
21 March 2022	30 October 2022	4 February 2022

About Dunollie

Dunollie Museum Castle and Grounds is an independently run charity based 2 miles north of the town of Oban, on the west coast of Scotland. Dunollie Castle is the historic seat of the Clan MacDougall and the site is soaked in over a thousand years of history. The Castle ruin and the 1745 House Museum are surrounded by woodlands and green spaces and with spectacular views out to the islands of Kerrera and Mull it truly is one of the most picturesque locations on the west coast.

From 4 April - 30 October 2022, Dunollie will be open from Sunday-Friday 11am-4pm, with events based activities taking place on Saturdays.

Purpose of the Role

The purpose of this role is to be the friendly face of Dunollie, Museum, Castle and Grounds, ensuring that all visitors and guests receive a warm welcome, an efficient service and are informed about the various products and services available to them on and off site. This role is central to the front of house staff team and involves a variety of customer service tasks based in and around the reception booth.

Why work at Dunollie?

- You will be joining the team at an internationally significant heritage site and cultural centre at an exciting stage in its development.
- You will meet and work with a wide variety of people, including staff, trustees, other volunteers and visitors from around the globe.
- Dunollie is committed to the personal and professional development of its staff team. In this role you will develop skills and knowledge of the heritage and tourism sector.



Responsibilities

- Greeting visitors.
- Offering directions and guidance (including information on other places of interest within the Oban and Argyll).
- Selling tickets.
- Processing retail sales.
- Handling cash and processing credit card transactions.
- Promoting special offers at point of sale.
- Promoting events and activities.
- Recording visitor information and collating feedback.
- Keeping the reception area clean and tidy.
- Setting up for events.

Full training will be provided.

About you

Essential:

- Excellent communication skills and a friendly, helpful and welcoming approach to all.
- An interest in meeting and speaking to people from all walks of life and from all around the world.
- A commitment to exceptional customer service.
- Confidence with cash handling, credit card processing and sales.
- An ability to work independently.

Desirable:

- Previous experience with EPOS systems
- An interest in and willingness to develop own knowledge of the local area, Dunollie Museum, Castle and Grounds and the history of the Clan MacDougall.

Interviews scheduled to take place the week beginning the 21 February 2022. Candidates must be available for training during the w/b 21 March 2022.

For an informal discussion about the role, please contact Vikki Robertson (Visitor Services Manager) by emailing vikki@dunollie.org or by phoning 01631 570550 during office hours (Monday-Friday, 9am-5pm).

Please apply using an update to date CV and Covering Letter, outlining your suitability for the role. Applications can be submitted to info@dunollie.org or delivered to Recruitment, Dunollie Museum, Castle and Grounds, North Wing, Dunollie House, PA34 5TT.