



The MacDougall of Dunollie Preservation Trust

Visitor Services Assistant(s) | Job Description

Fixed Term Contract | Part-time hours available | £10.90 per hour

Working Pattern: Daytime shifts available, including weekdays and weekends

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

www.dunollie.org

Start Date	End Date	Application Deadline
27 March 2023	29 October 2023	19 February 2023

About Dunollie

Dunollie Museum Castle and Grounds is an independently run charity based 1 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 it is one of the most picturesque locations on the west coast.

From 2 April - 29 October 2023, Dunollie will be open from Sunday-Friday 10am-4pm, with events based activities taking place on Saturdays.

Purpose of the Role

The purpose of this role is to assist work across Dunollie's Reception and Catering facilities. The postholder will either be based in the site Reception Booth being the first point of call to visitors, assisting with ticket purchases and general enquiries, or in the Kettle Garden Café assisting the Catering Coordinator in opening and running of the daily food and drink preparation.

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

Reception:

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

Catering:

- Assisting with the preparation of the daily savoury menu / baking
- Making coffees and other hot drinks
- Serving customers during opening hours
- Providing excellent customer service
- Food safety record keeping
- Cleaning and tidying.
- Attending training where required.

About you

Essential:

- Good communication skills.
- An ability to work under pressure during busy periods.
- Commitment to excellent customer services, including a friendly, helpful, and welcoming approach to all.
- A willingness to develop own knowledge of the local area, Dunollie Museum, Castle and Grounds and the history of the Clan MacDougall.
- Knowledge of safely preparing food in a commercial kitchen.

Desirable:

- An up-to-date Level 1 Food Hygiene Certificate
- Cash and credit card handling experience
- Café experience and Barista Training
- Previous experience of EPOS systems

Full training will be given, including food hygiene and barista service.



For an informal discussion about the role, please contact Emma Sutcliffe (General Manager) by emailing emma@dunollie.org or by phoning 01631 570550 during office hours (Monday-Friday, 9am-5pm).

Please apply using an up 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.