



Job Description

Part Time Duty Manager/ Seasonal Visitor Assistant

Skaill House is a Grade "A" listed early 17th century mansion house, built by Bishop George Graham, and has been open to the public as a visitor attraction since 1997. It is part of Breckness Estate which has a diverse number of enterprises including an in hand farm (Binscarth), tenanted farms, self-catering holiday accommodation, and long let cottages.

Skaill House is open to the public in conjunction with the ancient Neolithic stone settlement of Skara Brae. We welcome around 77,000 visitors between April and October each year. The house is also available to use for weddings, concerts and corporate events.

Job Role –

As a season Duty Manager/Visitor Assistant your prime role and tasks are -

- To work in a supervisory capacity when required
- To meet and greet customers and provide them with information
- To answer visitor enquiries
- To work in the gift shop
- To ensure a safe environment for visitors, guests and colleagues alike

Work Pattern – Various contract lengths are available, over 3 to 5 working days. We would look for a flexible approach to working hours, depending upon factors such as, house visitor numbers, planned events and self-catering guests. Weekend working will be required.

Reports to – Manager, Skaill House.

Salary - £9.15 per hour for Duty Manager shifts
£7.85 for Visitor Assistant Shifts

Key Duties to include:

The Duty Manager/Visitor Assistant Will:

- Ensure visitors to Skaill House have an excellent experience
- Act as the Duty Manager in the absence of the Manager and Assistant Manager. The duty Manager is responsible for opening and closing the House, staff supervision, appropriately staffing areas of the House, maintaining service of the self-catering flats, cashing up tills at close of business, and ensuring all normal routines are followed. The duty manager should also be able to assist with staff, visitor and business enquiries
- Employ excellent customer service skills

- Research information needed to answer enquiries
- Be available for questions or problems during a guest's visit
- Adhere to a cleaning schedule
- Operate a shop till
- Maintain shop stocks to an appropriate level
- Support colleagues when the situation demands
- Observe health and safety requirements
- Undertake other duties as required
- Support the House Manager as and when required.

Additional Requirements

- Willingness to work flexible shifts and weekends
- Not reliant on Public Transport to get to work (Skail House is not on a regular public bus service route)
- Good local knowledge is desirable

Experience/Personal Specification

<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> • Previous supervisory experience 	<ul style="list-style-type: none"> • Previous retail or customer facing experience
<ul style="list-style-type: none"> • A warm, welcoming and friendly manner 	<ul style="list-style-type: none"> • previous customer facing experience desirable
<ul style="list-style-type: none"> • Relationship skills 	<ul style="list-style-type: none"> • Presentational skills
<ul style="list-style-type: none"> • Ability to remember information 	<ul style="list-style-type: none"> • Commitment to imparting knowledge and information to others
<ul style="list-style-type: none"> • Ability to manage time 	
<ul style="list-style-type: none"> • Sensitivity 	
<ul style="list-style-type: none"> • Ability to answer questions 	
<ul style="list-style-type: none"> • Ability to use initiative 	
<ul style="list-style-type: none"> • Confidence in talking to people 	
<ul style="list-style-type: none"> • Interest in People 	
<ul style="list-style-type: none"> • Problem solving skills 	
<ul style="list-style-type: none"> • Excellent Customer Service skills 	

Drive and Motivation:

- Interest in People

- Commitment to imparting knowledge and information to others