



## Job Description

### Part Time 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 visitor assistant your prime role and tasks are -

- 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** Aged 26 and over - £7.85 per hour

Aged 20-25 - £7.38

Aged 18-20 - £6.70

Under 18 - £5.82

#### **Key Duties to include:**

The Visitor Assistant Will:

- Ensure visitors to Skaill House have an excellent experience
- 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

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