



## **Tomintoul & Glenlivet Development Trust Job Description**

**Job title:** Tomintoul & Glenlivet Discovery Centre Assistant

**Location:** Tomintoul & Glenlivet Discovery Centre, The Square, Tomintoul

**Employer:** Tomintoul & Glenlivet Development Trust

**Report to:** Development Manager

**Tomintoul & Glenlivet Discovery Centre is an exciting attraction in Tomintoul. The centre which was fully refurbished in 2018 provides visitors with a modern interpretation of our communities natural and cultural heritage and is the first port of call for visitor information and advice. The new centre includes a brand new dark skies exhibit, digital community archive, virtual reality experience and displays telling the stories of our communities and highlighting the best things to see and do. The centre is community owned and run by Tomintoul and Glenlivet Development Trust a registered charity.**

The Tomintoul & Glenlivet Discovery Centre Assistant will support the successful operation of the Discovery Centre to an agreed set of business indicators. This will involve stock control and ordering, customer service skills and experience, cash handling experience. A creative and entrepreneurial streak and ability to identify and maximise business opportunities would be an advantage.

### **Key responsibilities**

- Provide outstanding customer service and inspirational advice to visitors to the area to ensure we exceed their expectations.
- Keep the Discovery Centre clean and maintained, reporting health & safety issues and main maintenance tasks to management.
- Provide information about the local heritage and signpost visitors to other local sites of interest.
- Provide check in and out service for Smugglers Hostel guests including taking bookings, payments, handing out guest packs and giving guests information about things to see and do.
- Support in the retail development; undertaking stock control, merchandising and promotion of products to increase retail spend.
- Promote our services, local businesses and activities, encouraging visitors to stay in the area for longer.
- Support in the marketing of the facility through social media, online media and blogs.
- Support other staff in the delivery of an events calendar within the centre.
- Be an ambassador for Tomintoul, Glenlivet and Scotland, displaying passion and sharing your knowledge with our visitors.
- Provide a monthly report on visitor numbers and financial performance to an agreed standard.

- Any other related tasks required to support the running of Tomintoul & Glenlivet Development Trust.

### Skills & experience

Essential	Desirable
Knowledge of local area and businesses	Passion for Scotland as a destination
Excellent Customer Service Skills	Experience of working in a retail environment
Excellent Administration Skills	Teamwork
Reliable and honest	Experience of working within a community focussed organisation
Self-motivated with ability to work on own initiative	Experience of working in a heritage centre or attraction
Willingness to learn	Experience of working with volunteers
IT Skills, including Microsoft Office, Excel, social media	
Excellent Numeracy Skills	

**Hours:** The Discovery Centre will be open 10am – 5pm, 4 days per week. Expected hours are 10-16hrs per week on rota, weekend and Bank Holiday working will be required and additional hours may be required. The post is offered on a seasonal basis and the contract will end on 30<sup>th</sup> October 2022.

**Salary:** £10 p/h

**Annual Leave:** There is an annual leave allowance of 20 days per annum pro rata, in addition, all staff receive 8 public holidays per annum pro rata

**Application Process:** To apply for the position of Tomintoul & Glenlivet Discovery Centre Assistant please complete an application form. CV will not be accepted.

Closing date for receipt of applications is **5pm Friday 11<sup>th</sup> March 2022**. Interviews are scheduled for the week commencing 14<sup>th</sup> March 2022.

**Additional Information:** For informal enquiries regarding this position please contact Julianne Irvine (Discovery Centre Supervisor) by email: [julianne@tgd.org.uk](mailto:julianne@tgd.org.uk)