



**BLAIR CASTLE
& GARDENS**
ATHOLL ESTATES

JOB DESCRIPTION

JOB TITLE:	Gift Shop Assistant, Fixed Term Contract 2024
LOCATION:	Blair Castle, Blair Atholl, Pitlochry, Perthshire.
EQUALITY IN THE WORKPLACE:	Blair Castle is an equal opportunities employer which is neutral to age, gender, race, disability, sexual orientation and religion or belief.
RESPONSIBLE TO:	Directly to the Retail Manager and Castle Operations Manager
MAIN PURPOSE:	Assisting the Retail Manager with all aspects of the Castle Gift Shop, helping Castle visitors make their purchases, handling cash and credit card sales. A smart appearance and a high standard of customer care skills are essential.

MAIN DUTIES:

1. Serving and assisting Gift Shop customers.
2. Assisting with shelf stacking, pricing goods, cleaning of shop and undertaking stock routines.
3. Helping ensure security of the shop and goods.
4. Handling cash and credit card sales, including checking and accounting for daily.
5. Upsell and cross-sell specific products to ensure sales targets are met e.g. guidebooks and annual passes.
6. Helping to ensure the health and safety of shop visitors and customers.
7. Occasionally assisting and supporting elsewhere within the Castle enterprise as required under the direction of the Castle Operations Manager.
8. Comply with health & safety directives and organisational policy, including regular fire drills.
9. Comply with organisational policy for green tourism and recycling policies.
10. Attend team meetings and training sessions as required including afterhours sessions – reasonable notice is given, and staff are paid for their time.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

WORKING CONDITIONS:

<u>Term of Appointment:</u>	This is a seasonal position during the main opening season, which is from 28 th March to 31 st October 2024 – dates will be specified at the time of offer – different length contracts are available to reflect the demands of the season.
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- Hours:** The Castle is open seven days a week in the main season. Staff work on rotas arranged throughout the week to meet the changing demands of the season. Staff shifts are usually arranged between the hours of 9.15am to 5pm. Special event days and evening functions also require staffing and staff will be informed at least 2 weeks in advance of non-routine working hours. Staff may also request to be considered for extra hours as and when available.
- Breaks:** Usually 30 minutes for lunch unpaid, plus one other 15-minute paid break, depending on length of shift.
- Pay Rates:** £12.00 per hour – in line with National Living Wage
- Accommodation:** Shared accommodation may be provided subject to availability and is charged at £30 per week, deducted from wages.
- Uniform:** Uniform is provided. Uniforms remain the property of Blair Castle and must be returned in a clean state when employment terminates. Staff to provide their own plain black shoes or boots. Tights should be plain and either flesh or dark coloured, socks should be plain and dark coloured. A clean, smart appearance is essential at all times.
- Gratuities:** Any gratuities received must be handed in to the Reception Desk. The total amount is shared at the end of the season on a pro-rata basis.
- Holidays:** Paid holidays are granted pro rata on the full-time equivalent basis of 26 days per year (including public/bank holidays). Usually up to 5 days may be taken when due during the season with at least one month's notice and the prior approval of the Operations Manager. No holidays will be granted during July and August. The balance is granted as paid time after the Castle closes for the winter or when employment terminates, if sooner.

Signature **Date**

