



**BLAIR CASTLE
& GARDENS**
ATHOLL ESTATES

JOB DESCRIPTION

JOB TITLE: Ticketing 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 Head Guide and Castle Operations Manager

MAIN PURPOSE: Greeting visitors, selling, and checking tickets, operating a computerised till and data capture system, cash handling and record keeping. Upselling specific products to ensure sales targets are met. Supervising car and coach parking and assisting with visitor flow management. To provide the highest standard of customer care for individual, disabled and group visitors and assist with the security of the Castle and its exhibits. A smart appearance and personable manner are essential.

MAIN DUTIES:

1. Meeting and greeting group and individual visitors, dealing with enquiries, and assisting the castle team in providing a 5 Star visitor experience, working between our Ticketing Office in the grounds and our Entrance Hall.
2. Selling and checking tickets and the associated cash handling, credit card processing, etc., using appropriate equipment and technology.
3. Upsell and cross-sell specific products to ensure sales targets are met e.g. guidebooks and annual passes
4. Reconciliation of cash at end of day and appropriate reporting.
5. Ensuring the security of all cash and payment vouchers at all times.
6. Working closely with Castle Accounts and administration personnel and complying with directives and requests as appropriate.
7. Maintaining accurate and up to date records at all times including special ticket sales, complimentary tickets, and database information, etc
8. Administration as required including help to maintain/photocopy stationery and equipment stocks.
9. Assisting in the delivery of marketing and sales initiatives as directed by the Head Guide and Castle Operations Manager.





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10. Assist with maintaining the security and safety of visitors, staff, the Castle, and its contents.
11. Assisting and supporting our Guiding Team in maintaining a high level of customer interaction for which an understanding of the Castle and its contents is required.
12. Provide assistance and support to teams within the Castle enterprise as required, including Guiding, Housekeeping, Retail and Administration.
13. Comply with health & safety directives and organisational policy, including regular fire drills.
14. Comply with organisational policy for green tourism and recycling policies.
15. 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:

Term of Appointment: This is a seasonal position during the main opening season, from 28th March to 31st October 2024 – dates will be specified at the time of offer.

Pay Rates: £12.00 per hour – in line with National Living Wage

Hours: The Castle is open seven days a week in the main season. Staff work on rotas arranged throughout the week. Flexibility is required to meet the changing demands of the season. Ticketing staff shifts are usually arranged between the hours of 9.15 am to 4.45pm. 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.

Uniform: Uniform is provided. Uniforms remain the property of Blair Castle and must be returned in a clean state when employment





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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 Castle 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:

