

**JOB TITLE:** Assistant Duty Manager / Events Coordinator

**LOCATION:** Blair Castle, Blair Atholl, Pitlochry, Perthshire

**RESPONSIBLE TO:** Directly to the Castle Operations Manager

**MAIN PURPOSE:** Offering support to the Castle Operations Manager to provide an engaging visitor and event experience and excellent customer service. The Assistant Duty Manager plays a pivotal role in maintaining our reputation through delivery of a first-class guest experience, and our 5-star visitor status.

## **KEY RESPONSIBILITIES & ACCOUNTABILITIES**

### **Visitor Experience**

- At all available times when not committed to Duty Management or Functions and Events, to work operationally in the guiding and ticketing teams
- Working within the exhibition team to ensure an excellent customer/visitor experience.
- Leading by example, creating a culture of exceptional service every time with a warm, professional and knowledgeable welcome whilst upholding the image of a 5-star attraction by ensuring all uniform is correct and tidy across the teams and name badges are displayed including at all events.
- When acting as Duty Manager to support ticketing as required both in the ticket office, resolving any EPOS issues and ensuring good visitor traffic flow
- Acting as Duty Manager when required, to ensure a safe and smooth visitor operation, taking responsibility to manage issues in co-ordination with the team
- Dealing with visitor enquiries and support interpretation activities as they arise e.g., seasonally themed tours, children's holiday activities, special event days, etc.
- Lead and support in confident handling of visitor enquiries
- When on duty to assist with the morning 'huddle' to ensure good communication to each department of the day's expected guests, visitors, coaches, and suppliers, providing answers to any questions raised.

### **Duty Management**

Supervision of staff working in the castle, ensure castle is compliant with health and safety, and visitor experience is at the forefront of the position. Assisting in all departments where needed by being highly visible around the venue for most of the shift. A smart appearance and high standard of customer care are essential.

- Management & support of departmental supervisors, most significantly taking a leading role in diagnosing and resolving any issues with EPOS and ticketing (training will be given).
- Verify all end of day takings from Ticketing Hut and Entrance Hall and provide security of cash throughout/end of day when on duty.
- Oversee the security of the Castle, its contents and the safety of its visitors and staff.
- Ensure all teams comply with health & safety directives and organisational policy, including regular fire drills or real-time evacuation. Always supporting a health and safety culture to ensure compliance with all mandatory requirements
- Attend team meetings and training sessions
- Support Castle Operations Manager with training and upholding of standards of seasonal teams with visitor experience, including IT queries (full training will be given), ticketing and general enquiries.
- Ensuring there is effective communication between all teams during the day

- Taking responsibility for the appearance of the venue, most significantly the absence of litter and any item left inside or outside the venue by caretakers, housekeepers or other staff, which should not be in sight of the public
- When time permits, attention to couriers/daytime operators in order to develop coach business
- Liaison with Estate Office, Caravan Park and other Estate departments
- Daily responsibility for the health and safety of all team and visitors with prompt recording of any concerns to Senior Management
- Understanding and ability of fire evacuation procedures, calmly leading in the event of an emergency.
- Providing First Aid support where necessary (training will be provided)

## **Functions & Events**

- Within your probationary period, become fully competent to oversee and co-ordinate the running of events
- Hosting show-rounds with prospective clients in liaison with sales administration, promptly and accurately feeding back summary notes to sales administration
- Supporting liaison with clients with post-booking and leading up to the event date, ensuring the event plan is kept up to date and that all the team who are involved in the event are clear about their actions and involvement
- Tracking each event plan to ensure all team commitments are being met and the client is being briefed as required, also that all client questions are being addressed
- Liaising with internal personnel to fully understand schedule and requirements for successful delivery of events
- Identifying a Team to support each Event, to include housekeeping, caretaking, security and hospitality
- Creating risk assessment for each event to enable the team to operate the event safely with minimal risk of incident or accident
- Briefing team on roles and expected duties to ensure that each event operates safely with emergency response plans defined and briefed to the team, also that the event runs to schedule as agreed with the client
- Responsibility for emergency procedures and evacuation of the building if necessary
- Liaising and leading with suppliers such as caterers pre, during and post event
- Supervising the Event Team to ensure they manage the safety and welfare of all of our guests, and security of the building
- Ensure the timely raising of invoices for catering commission and any post event client supplementary charge