



We're inviting people who have a passion for history, a flair for presentation, and take pleasure in helping visitors enjoy our beautiful city to join us!

Mercat is here for good.

We're not about seasonal jobs, but lasting careers.

When you join us, you're stepping into a permanent, secure job with top-notch training, career development and leadership that plans for the long-term good of our people, place and planet.

As a local family business and proud B Corp, we nurture our community to create a sense of belonging for our visitors and team alike.

That means we grow and thrive together, for good.

Choose Mercat for a reason, not just a season!

A Warm Welcome for Everyone

Mercat Tours promises to provide valued Living Wage jobs and make diversity, equity, and inclusion part of everything we do - from the team we nurture, the visitors we welcome and history we share.

We're responsible for all the choices we make - how we run our business, spend our money and mindful that our team is representative of our visitors. Thank you for wanting to be a part of our community.

Benefits:

Your personal development and training are core to your time with Mercat

- [REAL Living Wage](#) + for all
- Permanent, secure contracts - no fixed term or 'zero hour'
- Guaranteed minimum hours
- Flexible working incl jobshare options
- [Fair Work Employer](#)
- Mercat holds a Home Office Sponsorship License for Skilled Worker Visa applicants
- Personal development and training plan
- Access to [Bike to Work scheme](#)
- Access to [ASVA card](#)
- Trained Mental Health First Aiders onsite
- Employee Assistance Programme with 24/7 confidential support for you and your families
- Critical illness cover
- Access to free counselling sessions
- Interest free loans
- Use of company holiday home
- Profit-share bonus

Your Skills and Strengths:

- Passion for history, culture and Edinburgh!
- Excellent communication skills
- Friendly, energetic and helpful
- Responsible, reliable and trustworthy
- Thrives working in a team
- Adaptable and resourceful
- Passion for high quality product and visitor experience
- Commitment to be the best you can be
- Sense of humour!

Main Duties and Responsibilities:

- ✓ Give history a damn good telling
- ✓ Deliver authentic, high quality walking tours for our visitors, helping to create memorable moments
- ✓ Represent Mercat Tours and our city in a positive, professional manner
- ✓ Responsible for visitor safety and security
- ✓ Work as a positive, supportive member of our great team
- ✓ Help drive the growth of Mercat in a positive, sustainable future as part of our dynamic team

Details:

- Permanent role
- 1 month+ paid training, plus First Aid training after probationary period
- 15hrs paid per week minimum guaranteed
- 3 days per week minimum, inc Fri &/or Sat
- Shifts vary from 2-6hrs per day
- Annualised hours contract: work averaged 10-28hrs pr/wk across Jan-Dec
- Working hours 9am – 10pm
- Flexible working requests available from day 1
- Working week Monday to Sunday with 2 consecutive days off guaranteed
- 3-month probationary period
- **We are a Living Wage and Living Hours employer**

Audition Process

We want you to feel comfy, confident and at your best when we meet. Get in touch to help us understand how we can meet your needs and give you a warm welcome.

Stage 1: Successful applicants will be called for an initial ‘meet the team’ chat by phone

Stage 2: Invitation to interview and audition with three members of our team. Full bios and questions will be shared in advance to ensure you shine at your best. You will be asked to tell a story, provided in advance

Stage 3: Successful interviewees will be called for a second audition and storytelling workshop (approximate duration 2.5 hours) date to be confirmed after audition stage.

Areas covered in training

- Initial induction sessions to teach and develop guiding skills
- Storytelling practice with fellow trainees: peer to peer and online
- As skills progress, trainees share tours for the public supported by experienced Storytellers
- Full H&S, fire and first aid procedures

To Apply:

Please complete your application by **the deadline**:

1. Application form - available via website
2. 30sec video – tell us about yourself and why you want to join our Mercat Team (YouTube link preferred)

Please note without the **application form and video** your application will not be considered.

Have questions? Drop us an email and very happy to chat through the opportunity.