



Mercat Tours are looking for enthusiastic and energetic Storytellers to join our team.

We're a 5 star family business who have been giving history a 'damn good telling' since 1985. We give visitors a warm welcome and unique, memorable experiences as we share the sights and stories of Edinburgh on 18 different tours per day. Our multiple awards and reputation recognise our hard work and commitment to high quality experiences – for visitors and the team.

We always aim to be the best we can be, and we have plans to grow.

***Can you help us create fantastic memories for visitors?***

***Would you like to join our brilliant team?***

We want those who have a flair for presentation, passion for history, pleasure in welcoming visitors to our beautiful city and will thrive working with our great team.

### **Purpose and Objectives;**

- To give history a damn good telling
- Deliver an authentic, high quality, visitor-centred experience of Scottish history
- Represent Mercat Tours, and our city, in a positive, professional manner
- Share ideas on how to improve Mercat's service and develop new business
- Help drive the growth of Mercat in a positive, sustainable future as part of our dynamic team

### **Main Duties and Responsibilities;**

#### **Storytelling;**

- Deliver walking tours of the Royal Mile, Blair Street Underground Vaults, Edinburgh Castle and National Museum of Scotland
- Make meaningful connections between visitors, locations, stories and tour theme to ensure a unique and memorable experience
- Share your own passion through engaging and entertaining storytelling
- Involve the audience to increase impact and effect of tour
- Thorough knowledge of Edinburgh, and Scottish, history required

#### **Visitor care & focus;**

- Welcome and interact with visitors pre-tour
- Prioritise visitors' needs at all times
- Assess suitability of tour route and adjust accordingly
- Manage and support any unwell visitors
- Ensure aware of fire evacuation procedures
- Up to date First Aid training

- Communicate, support and work with Visitor Services team to ensure a first class, visitor focused experience

### **Requirements;**

- Thorough knowledge of Edinburgh and Scottish history
- People focussed
- Positive and proactive approach to problem solving
- Excellent communication and presentation skills
- Passion for history
- Positive, supportive team member
- Flexible and resourceful
- Ability to use initiative
- Organised and punctual
- Calm under pressure
- Commitment to help us be the best we can be
- Passion for high quality product and visitor experience
- Commitment to be the best you can be

### **Audition Process;**

**Stage 1:** Successful applicants will be invited for a 40min interview and audition

**Stage 2:** Successful interviewees will be called for a second audition and storytelling workshop (approximate duration 2.5 hours) date to be confirmed after audition stage.

**Stage 3:** Successful candidates will be offered a fixed term contract with a three-month probationary period. You will receive our award-winning, accredited training to deliver language tours.

### **Employment Details;**

- Part time role available 10hrs – 20hrs p/wk
- Shifts vary in length from 3.75hrs to 7hrs per day
- Working hours 9am – 11pm
- Working week Monday to Sunday
- 3 month probationary period
- Completion of our accredited training programme results in a Tour Guide Qualification (SCQF Level 10), external verified by Edinburgh Napier University.

We are a Living Wage employer offering £10pr/hr starting rate, moving to £13.35pr/hr on completion of training.

The team share an annual discretionary bonus and company holiday home.

### **To Apply;**

Please send your application form and CV to [shirley@mercattours.com](mailto:shirley@mercattours.com) by **5pm Friday 1<sup>st</sup> November**

**Interview;**

Interviews will be held at in Edinburgh, w/b 11<sup>th</sup> November