



Mercat Tours are looking for lively, confident and responsible Visitor Services Team Leader 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.

Can you help us grow?

Would you like to join our vibrant team?

We're inviting people who care about visitors first and last, are passionate about our beautiful city, relish a challenge and will thrive working with our great team.

Purpose and Objectives;

- Responsible for team and visitor safety and security
- Support team to deliver seamless experience
- Ensure high quality experience delivered consistently for visitors and team
- 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
- Represent Mercat Tours in a positive, professional manner **outdoors at the Mercat Cross** and **indoors at 28 Blair Street**

Main Duties and Responsibilities;

- Communicate, support and work with Storytelling and Visitor Services team to ensure a first class, visitor focused experience
- Take ownership with positive and proactive approach to problem solving
- Attention to detail, cash handling and record keeping
- Collaborate and support Operations team to maximise efficiencies
- Key holder
- Complaint handling
- Stock control
- Maintain and report on site maintenance needs
- Health & Safety officer
- First Aider
- Fire Officer

- Assign and authorise additional tasks for team
- Ensure appropriate compliancy paperwork completed
- Excellent working knowledge of Microsoft Office
- Maintain site ensuring 5 star experience throughout
- Take ownership with positive and proactive approach to problem solving

Special Requirements;

- Calm under pressure
- Responsible, reliable and trustworthy
- Thrives working in a team
- Positive and effective communicator
- Excellent organisational skills
- Excellent written skills
- Work independently and take responsibility
- Ability to use initiative
- Positive attitude
- Think creatively
- Excellent negotiating and people management skills
- Passion for high quality product and visitor experience
- Commitment to be the best you can be

Details;

- Part time roles available, 21hrs – 28hrs
- Shifts vary in length from 4.5 to 7hrs per day
- Working hours 8am – 11pm
- Working week Monday to Sunday
- 3 month probationary period

We are a Living Wage employer offering £10.50 p/hr

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

Full training provided.

To Apply;

Please send your **personal statement** and **CV** to shirley@mercattours.com by **Sunday 9th February**

Interview;

We will be holding interviews in Edinburgh **on Monday 17th & Tuesday 18th February**