



Mercat Tours are looking for friendly, focussed, proactive and well-organised people to join our 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 Role;**

- ✓ Assist in the effective and efficient operation of Mercat Tours' team rota, tour programme and private tours
- ✓ Manage group enquiries and deliver a first class, visitor focused experience
- ✓ Ensure high quality visitor experience delivered consistently through effective operational planning
- ✓ Share ideas on how to improve Mercat's service and develop new business
- ✓ 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
  
- ✓ Communicate, support and work with Storytelling and Support Team to ensure a first class, visitor focused experience
- ✓ Point of contact for Storytelling and Support Team on rota, programme and groups
- ✓ Ensure accurate and up to date daily schedule for all company operations
- ✓ Process partner bookings i.e. Edinburgh Castle
- ✓ Process any schedule changes ensuring accurate, detailed records
  
- ✓ Handle group enquiries and maximise sales conversion
- ✓ Ensure accurate records kept
- ✓ Compile monthly data of footfall, revenue and number of bookings
- ✓ Liaise and ensure effective communication with relevant steam and departments on scheduling matters

**Your Skills and Strengths;**

- Excellent organisational skills and attention to detail
- Methodical, logical and thorough approach
- Excellent communication skills
- Excellent working knowledge of Microsoft Office
- Positive and proactive approach to problem solving
- Thrives working in a team
- Friendly, energetic and helpful
- Passion for high quality product and visitor experience
- Commitment to be the best you can be
- Sense of humour!

### Details;

- Permanent role, flexible hours
- Part-time and full time roles available
- 14hrs per week minimum guaranteed
- Shifts vary in length from 4.5 to 7hrs per day
- Working hours 9am – 11pm
- Working week Monday to Sunday
- 3 month probationary period
- **We are a Living Wage employer offering £10.50 p/hr**

### Benefits

- Your personal development and training is core to your time with Mercat
- Bike to work scheme <https://www.bike2workscheme.co.uk>
- Access to ASVA card <https://www.asva.co.uk>
- Access to company holiday home
- Annual discretionary bonus

### Interview Process

Stage 1; Successful applicants will be called for an initial 'meet the team' chat

Stage 2: A 3 x 10min online interview with 3 individual members of our team

Stage 3: Successful candidates will be offered a permanent contract with a three-month probationary period. You will receive our award-winning, accredited training to deliver our 5 star visitor experience.

Areas covered in training

- Product knowledge
- Customer care
- Full H&S, fire and first aid procedures

### To Apply

Please send to [join@mercattours.com](mailto:join@mercattours.com) by 21<sup>st</sup> Jan 22

- Application form - [download here](#)
- Covering letter (optional)
- 30sec max video – tell us about yourself and why you want to join our Mercat Support Team (youtube link preferred)

Please note the terms to apply - **without both** the application form and video your application will not be considered