



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;

Support Team;

- ✓ Provide visitors with a 5 star warm welcome and farewell
- ✓ Advise and assist visitor's choice of tour by phone, email and in person
- ✓ Promote and process visitor and trade sales by phone, email and in person
- ✓ Maintain our historic site ensuring 5 star experience throughout
- ✓ Represent Mercat Tours in a positive, professional manner outdoors at the Mercat Cross and indoors in our reception at 28 Blair Street
- ✓ Deliver authentic, high-quality experience for our visitors, helping to create memorable moments

Ops/Groups Exec;

- ✓ 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 and maximise sales conversion
- ✓ 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
- ✓ 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, Palace of Holyroodhouse
- ✓ Process any schedule changes ensuring accurate, detailed records
- ✓ Ensure accurate records kept
- ✓ Compile monthly data of footfall, revenue and number of bookings
- ✓ Liaise and ensure effective communication with relevant teams 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
- 21hrs 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 by phone

Stage 2: in person interview with 3 members of our team

Stage3: 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 by **7th Oct**

- 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