



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.

### **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. We want to create a sense of belonging for everyone at Mercat and will keep working hard to review and achieve this. 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:**

- 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, but equally confident to work under own initiative
- Friendly, energetic and helpful
- Passion for high quality product and visitor experience
- Commitment to be the best you can be

### Purpose and Role:

- ✓ Assist in the effective and efficient operation of Mercat Tours' private tours
- ✓ Manage group enquiries and deliver a five-star, visitor focused experience, while maximizing sales conversion
- ✓ Ensure high quality visitor experience delivered consistently through effective operational planning
- ✓ Ensure accurate records kept
- ✓ Work as a positive, supportive member of our great team
- ✓ Communicate, support and work with Storytelling and Support Team to ensure a five-star, visitor focused experience
- ✓ Point of contact for Storytelling and Support Team on groups
- ✓ Contribute to data set and feedback for monthly reporting
- ✓ Liaise and ensure effective communication with relevant teams and departments on scheduling matters
- ✓ 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

### Details:

- Permanent role, flexible hours
- Part-time and full-time roles available
- 14hrs per week minimum paid, guaranteed
- Annualised hours, average 7-35hrs pr/wk across season
- Shifts vary in length from 4.5 to 7hrs per day
- Operating hours 9am – 5pm
- Working week Monday to Sunday with 2 consecutive days off guaranteed
- 3 month probationary period
- **We are a Living Wage employer**

### Interview 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 at a pre-arranged time.

**Stage 2:** Invitation to interview with three members of our team. Their photos and bios will be provided in advance.

**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.

### To Apply:

Please send to [join@mercattours.com](mailto:join@mercattours.com) by the deadline

1. Application form - download via website

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

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