



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 – you're welcome!

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:

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

Purpose and Role:

- ✓ 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
- ✓ 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

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 – 10pm
- 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 and audition with three members of our team. Their photos and bios will be provided in advance. You will be asked to tell a story, provided in advance

To Apply:

Please send to join@mercattours.com by the deadline

1. Application form - download via website
2. 30sec video – tell us about yourself and why you want to join our Mercat Team (youtube link preferred)

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

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